

# 5 Problem Solving

## Overview

This chapter will help you to solve printer problems.



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[Clearing Paper Jams](#)  
(see page [146](#))

Occasionally, paper can jam during printing. This section will help you to locate paper jams, properly clear them from the printer, and solve repeated paper jams.

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[Understanding Printer Messages](#)

Many different messages can appear on the printer's control panel display. Some messages tell the printer's current status, such as `INITIALIZING`. Other messages require an action, such as `CLOSE TOP COVER`. Many of these messages are self-explanatory. However, some messages indicate a problem with the printer, or require further action or description. This section lists these types of messages, and tells what to do if a message persists.

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[Correcting Output  
Quality Problems](#)  
(see page [186](#))

The printer should produce print jobs of the highest quality. If print jobs do not look sharp and clear, defects such as lines, specks, or smears appear on the page, or paper is wrinkled or curled, use this section to troubleshoot and solve the output quality problem.



[Determining  
Printer Problems](#)  
(see page [189](#))

Before you can fix a printer problem, you must understand where the problem is. Use the tables in this section to determine the printer problem, and then follow the corresponding troubleshooting suggestions.



[Checking the  
Printer's  
Configuration](#)  
(see page [227](#))

From the printer, you can print information pages, which give details about the printer and its configuration.



## Clearing Paper Jams

If the printer's control panel displays a paper jam message, look for paper in the locations indicated in the [graphic below](#), then see the procedure for clearing the paper jam. You might need to look for paper in other locations than indicated in the paper jam message. If the location of the paper jam is not obvious, look first in the top cover area.

When clearing paper jams, be very careful not to tear the paper. If a small piece of paper is left in the printer, it could cause additional jams. If paper jams are a recurring problem, see page [166](#).

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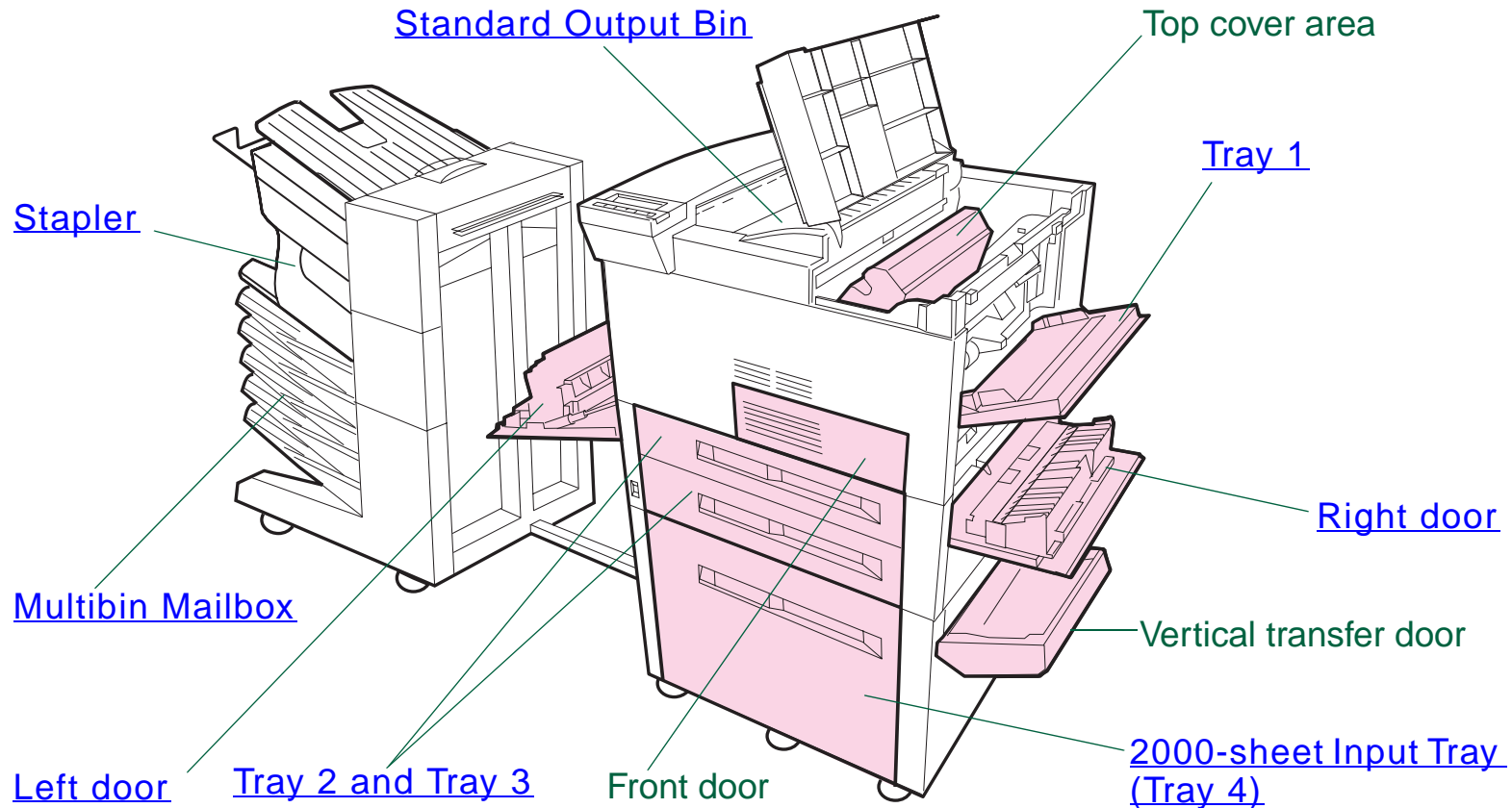
**Note** After the jam is cleared, the top cover of the printer must be opened and closed to clear the paper jam message from the control panel.

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***Paper jams can occur at the following locations:***

**Note**

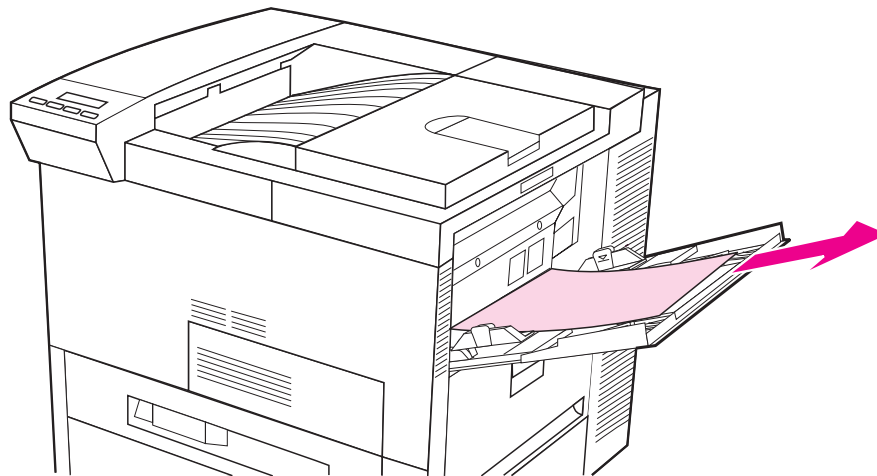
Loose toner might remain in the printer after a paper jam, but the toner should clear after a few sheets are printed.

***Clearing Paper Jams***

## Clearing Jams from the Input Tray Areas

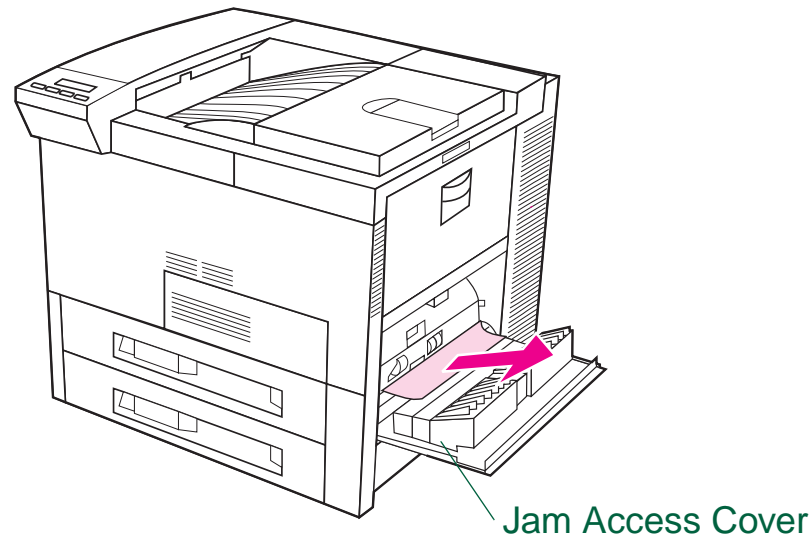
### Clearing Tray 1

1. Open Tray 1 by pulling down.
2. Check for paper in the Tray 1 area.
3. Remove any paper from this area by pulling it in the direction shown by the arrow in the graphic below. Carefully check to be sure you have removed all pieces of torn paper.
4. Open and close the top cover.



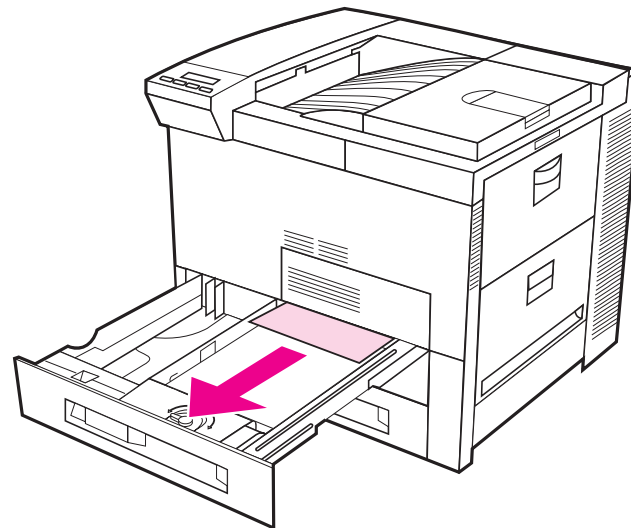
## ***Clearing the Right Door***

1. Open the right door located below Tray 1.
2. Check for paper in this area.
3. Open the jam access cover using the green lever.
4. Remove any paper from this area by pulling it out of the printer.
5. Be sure to remove all pieces of torn paper.
6. Open and close the top cover.



## Clearing Trays 2 and 3

1. Open the tray.
2. Remove jammed or damaged paper from this area by pulling it out of the printer.
3. Be sure to remove all pieces of torn paper.
4. Close the tray.
5. Open and close the top cover.



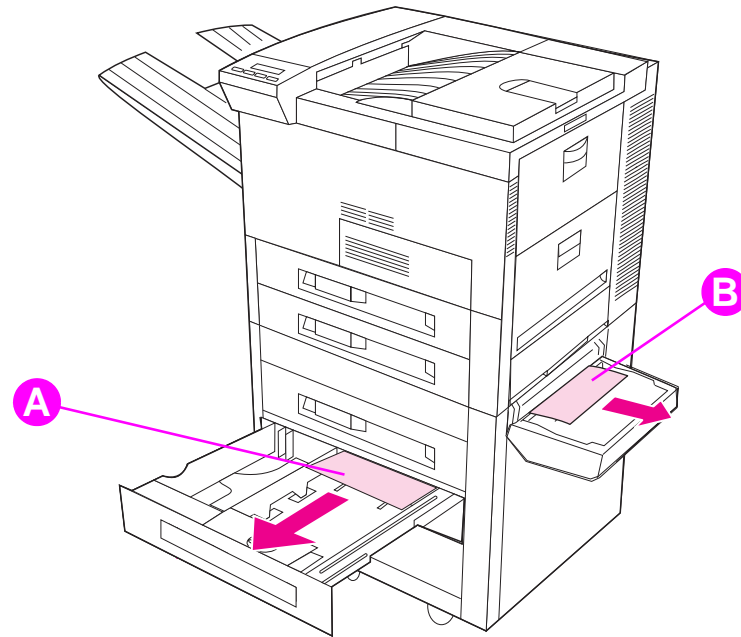
## ***Clearing the Optional 2 x 500-sheet Input Trays (4 and 5)***

1. Open the tray.
2. Remove damaged or jammed paper from area (A) by pulling it out of the printer.
3. Be sure to remove all pieces of torn paper.
4. Close the tray.
5. Open the vertical transfer door and remove jammed paper (B).
6. Close the vertical transfer door.
7. Open and close the top cover.

**Continued on next page.**





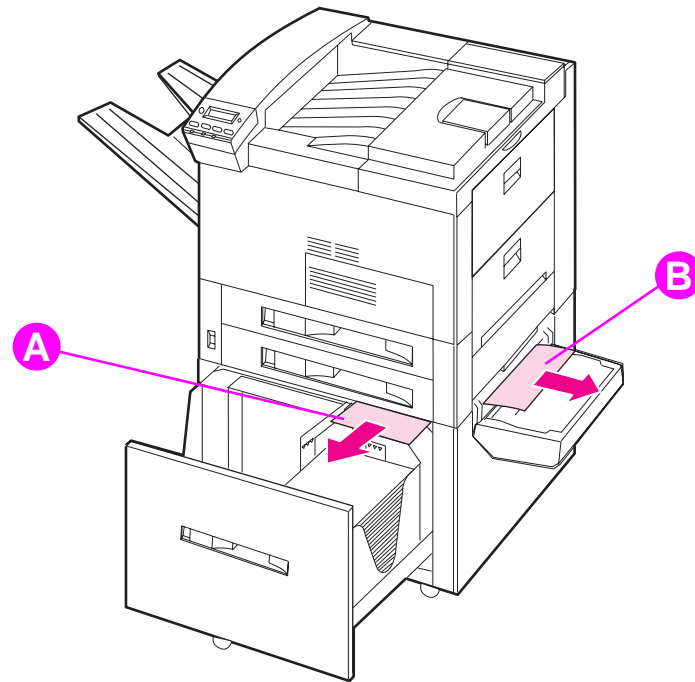


## ***Clearing the Optional 2000-sheet Input Tray (Tray 4)***

1. Open Tray 4.
2. Remove damaged or jammed paper from area (A) by pulling it out of the printer.
3. Be sure to remove all pieces of torn paper.
4. Close the tray.
5. Open the vertical transfer door and remove all jammed paper (B).
6. Close the vertical transfer door.
7. Open and close the top cover.

**Continued on next page.**





## ***Clearing the Optional Envelope Feeder***

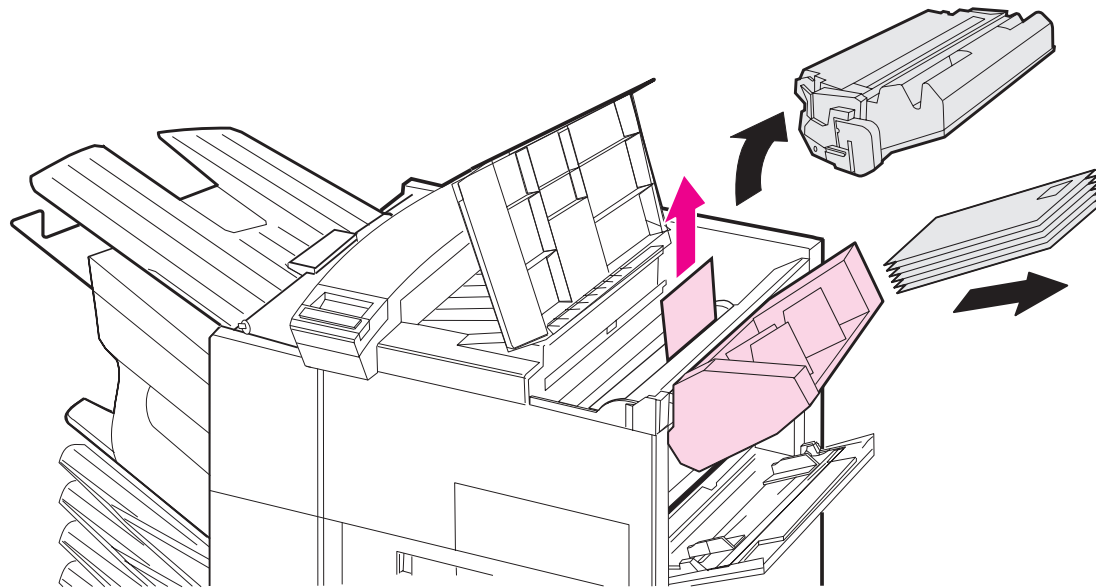
1. Open the top cover.
2. Remove toner cartridge.

**WARNING!** Avoid touching the adjacent fusing area. It may be HOT.

3. Remove envelopes in this area by pulling them straight up and out of the printer.
4. Be sure to remove any pieces of torn paper. Lift both of the green user tabs and remove any envelopes that may be hidden.
5. You may need to remove any loaded envelopes and the optional envelope feeder to release envelopes or torn pieces of paper.
6. Replace the optional envelope feeder and toner cartridge and close the top cover.

**Continued on next page.**





## Clearing Jams from the Optional Duplex Printing Accessory

1. Open the front door.
2. Check for paper in this area.
3. Remove any paper from area (A) by pulling it out of the printer. Be careful not to tear the paper.
4. If you cannot remove all the paper through the front door, open the left door and carefully pull out any paper from area (B). (If a mailbox accessory is installed, first push it away from the printer to access the left door.)

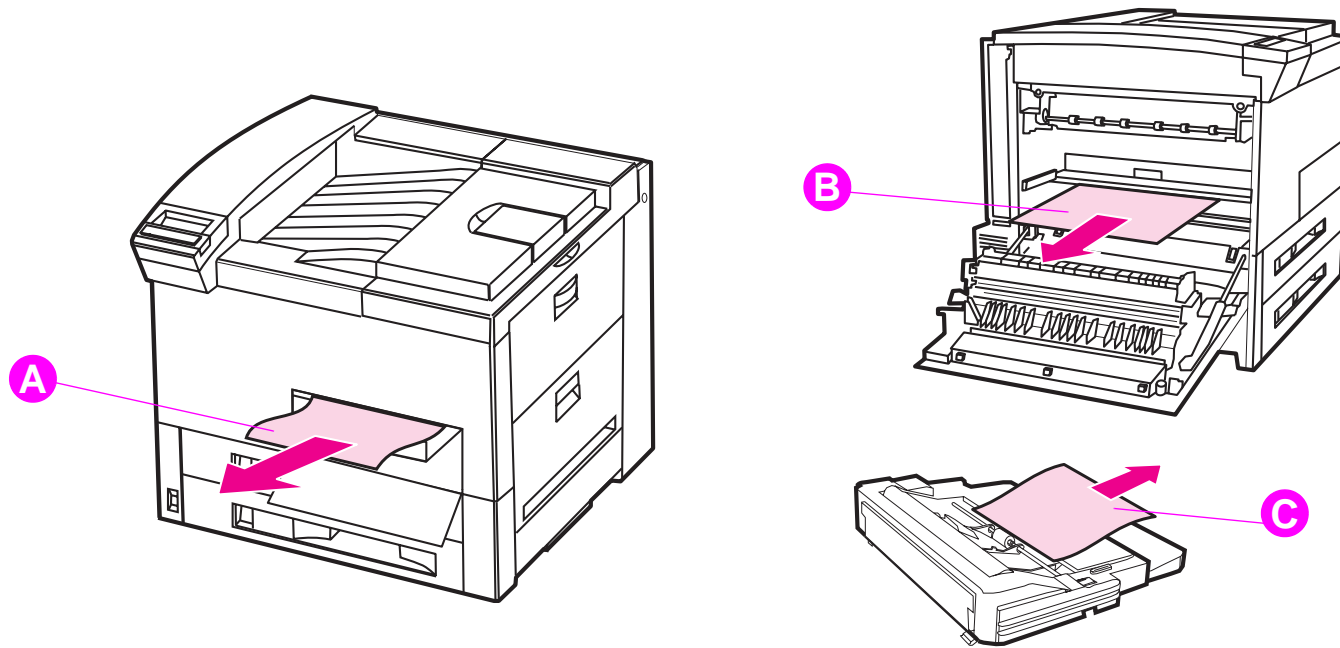


**WARNING!** Avoid touching the adjacent fusing area. It may be HOT.

5. If a duplexer is installed, turn the printer off and remove the duplexer (C) by pressing the colored tab on the lower right side of the unit and pulling the entire unit out of its slot.
6. Remove any paper remaining in the duplexer (C).
7. Reinstall the duplexer by sliding it back into the slot until it clicks into place. Close all open doors. If a mailbox is installed, push it back into place and turn the printer on.



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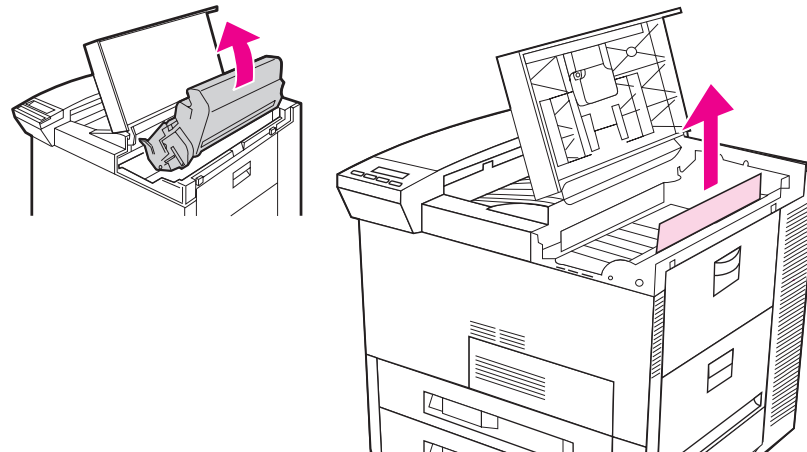


## Clearing Jams from the Top Cover Area

1. Open the top cover.
2. Remove the toner cartridge.

**WARNING!** Avoid touching the adjacent fusing area. It may be HOT.

3. Lift Handle 2 and then lift Plate 3 to remove any paper that may be hidden.
4. Remove any paper in this area by pulling it straight up and out of the printer.
5. Be sure to remove all pieces of torn paper.
6. Replace the toner cartridge and close the top cover.

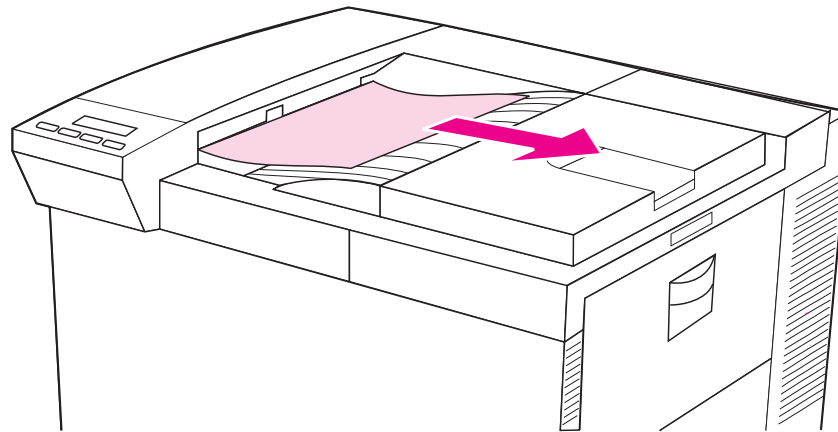




## Clearing Jams from the Output Areas

### Clearing the Standard Output Bin

If the paper jam extends into the output area, as shown in the graphic below, slowly and carefully pull the paper straight out of the printer so that it does not tear.

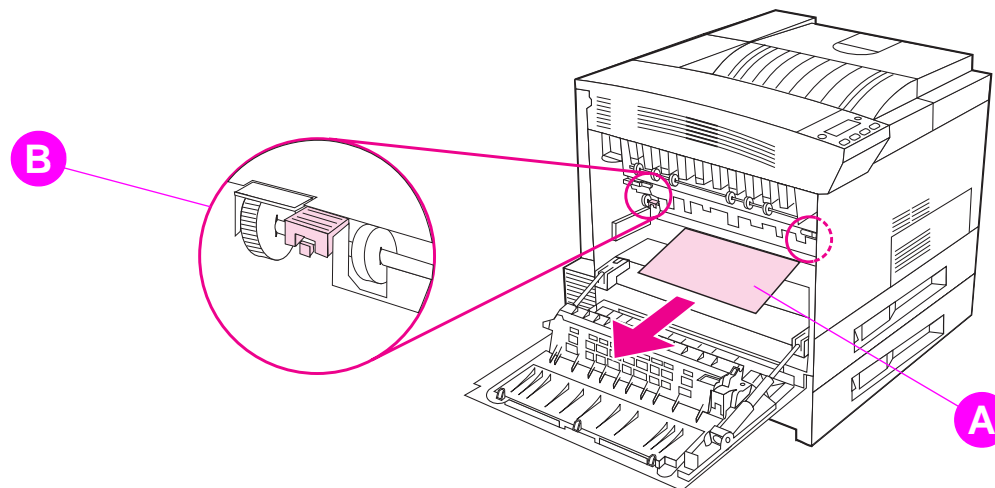


## Clearing the Left Door (Fuser Area)

1. Open the left door. (If a mailbox accessory is installed, first push it away from the printer to access the left door.)

**WARNING!** Avoid touching the adjacent fusing area. It may be HOT.

2. Remove any jammed or damaged paper from this area by pulling it out of the printer (A).
3. Press down on the green tabs (B) and carefully check for paper. Be sure to remove all pieces of torn paper.
4. Close the left door. If a mailbox is installed, push it back into place.



## ***Clearing the Optional Multibin Mailboxes***

1. Turn off the printer.
2. Remove the Left Output Bin.
3. Remove paper from area (A) by carefully pulling it out, away from the printer.
4. Pull the mailbox away from the printer and remove any paper in area (B). Be sure to remove any torn pieces of paper.
5. Remove any paper in area (C) by carefully pulling it out of the printer.



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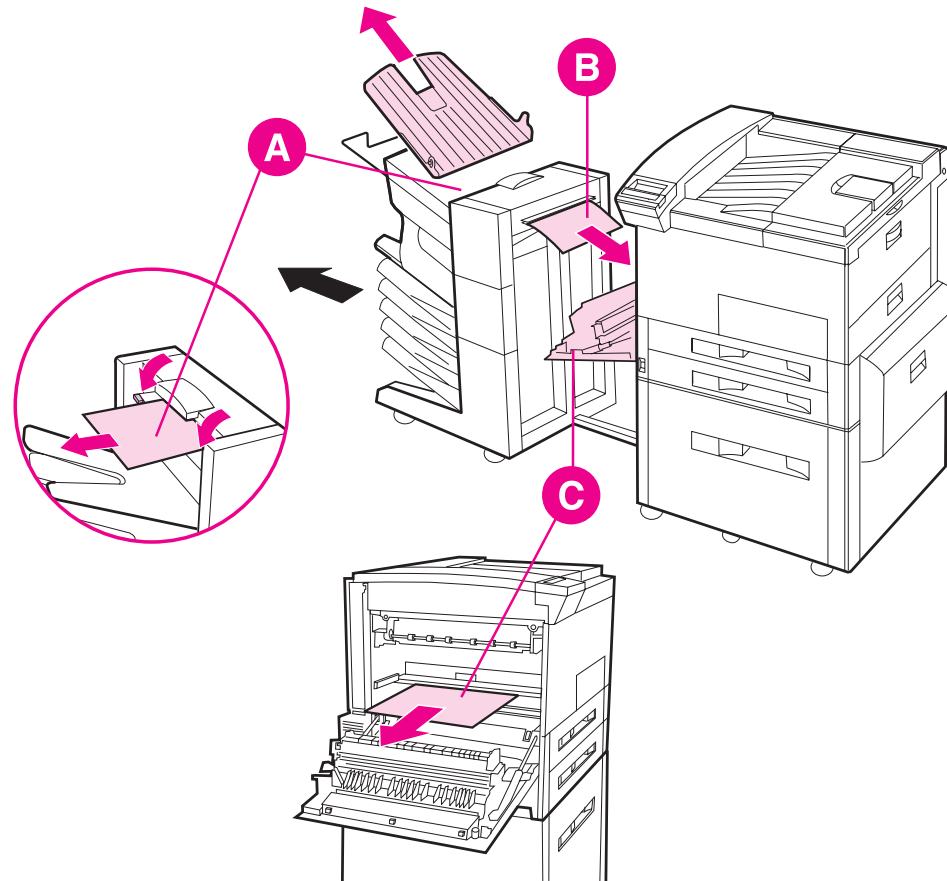
**Note**

When clearing paper jams, be very careful not to tear the paper. If a small piece of paper is left in the printer, it could cause additional jams. If paper jams are a recurring problem, see page [166](#).

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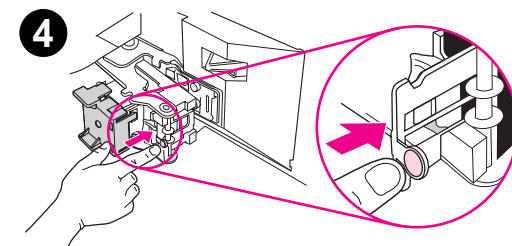
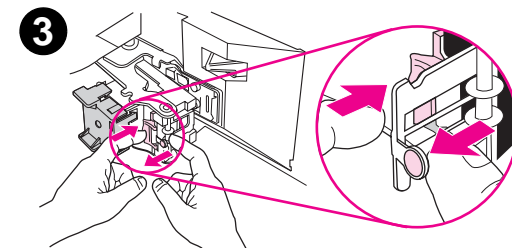
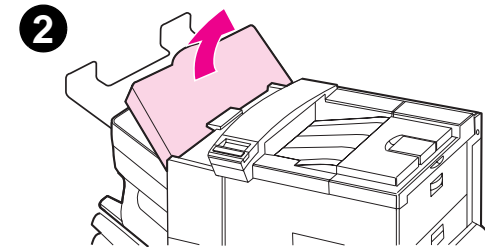
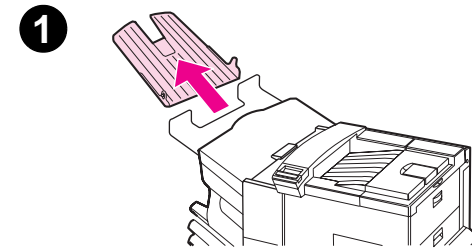




## Clearing Jams from the Stapler

- 1 Remove the Left Output Bin.
- 2 Open the stapler unit cover.
- 3 Press the colored tab with your forefinger and pull the colored circular tab with your other forefinger to open the stapler.
- 4 Remove loose or damaged staples from the stapler head. Push the circular tab to snap it back into place.

Continued on next page.



- 5 Close the stapler unit cover and replace the Left Output Bin.
- 6 Clear all paper paths that may have jammed as a result of the jammed staples.

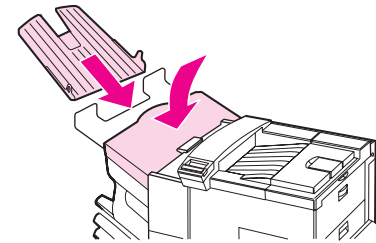
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**Note**

After clearing a stapler jam, up to 12 documents may not be stapled when printing resumes because the stapler must reload. Once the unit begins stapling again, either manually staple the unstapled documents or resend the job.

If a print job is sent and the stapler is jammed or out of staples, the job will still print.

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## Solving Repeated Paper Jams



Situation	Solution
General repeated paper jam problems	<ol style="list-style-type: none"><li>1. Check to see that paper is correctly loaded in the trays, and that all width guides are correctly set (not skewed). See Chapter 2, "<a href="#">Printing Tasks</a>."</li><li>2. Ensure that the paper tray is set for the size of paper installed and that the tray is not overloaded with paper.</li><li>3. Try turning over the stack of paper in the tray. If you are using letterhead paper, try printing from Tray 1.</li><li>4. Do not use previously printed paper or torn, worn, or irregular paper. For recommended paper and other paper for your printer, see page <a href="#">254</a>.</li><li>5. Check the paper specifications. (If paper is outside of the recommended specifications, problems may occur.)</li><li>6. When duplexing, the printer rolls paper under Tray 3 and causes a jam. Pull Tray 3 out of the printer completely and remove any paper from under the tray. Insert Tray 3 back into the printer.</li></ol>

### Clearing Paper Jams

Situation	Solution
	<ul style="list-style-type: none"><li>7. Printer may be dirty. Clean the printer as described on page <a href="#">141</a>.</li><li>8. Check that the correct paper size is installed (page <a href="#">254</a>).</li><li>9. Check that all damaged or jammed paper is removed by pulling it out of the printer.</li></ul>

**Note** If jams continue, contact your authorized HP service provider.





## Understanding Printer Messages

The following table explains messages that might display on the printer's control panel. Printer messages and their meanings are listed in alphabetical order, with numbered messages following.

### If a message persists:

- If a message persists requesting that you load a tray, or if a message indicates that a previous print job is still in the printer's memory, press **Go** to print or press **CANCEL JOB** to clear the job from the printer's memory.
- If a message persists after performing all of the recommended actions, contact an HP-authorized service or support provider. (See the [HP Support](#) pages at the front of this user guide.)

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**Note**

Not all messages are described in this user guide (many are self-explanatory).

Some printer messages are affected by the **AUTO CONTINUE** and **CLEARABLE WARNING** settings from the Configuration Menu in the printer's control panel (page [295](#)).

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**Continued on next page.**



**Printer Messages**

Message	Explanation or Recommended Action
ACCESS DENIED MENUS LOCKED	The printer control panel function you are trying to access has been locked to prevent unauthorized access. See your network administrator.
BAD DUPLEXER CONNECTION	The duplexer is not connected properly. Re-install the duplexer.
CHECK INPUT DEVICE alternates with PAPER PATH OPEN PLEASE CLOSE IT	The optional input tray cannot feed paper to the printer because a door or paper guide is open. Check the doors and paper guides.
CHECKING PAPER PATH	The engine is rolling its rollers to check for possible paper jams.
CHOSEN LANGUAGE NOT AVAILABLE	A print job requested a printer language that does not exist in the printer. The job will not print and will be cleared from memory. Print the job using a driver for a different printer language, or add the requested language to the printer (if available). Press <b>Go</b> to continue.
DISK DEVICE FAILURE	The EIO disk had a critical failure and can no longer be used. Remove the EIO disk and replace it with a new one.

**Understanding Printer Messages**

**Printer Messages (continued)**

Message	Explanation or Recommended Action
DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.
DISK FILE SYSTEM IS FULL	Delete files from the EIO disk and then try again. Download or delete files from HP JetAdmin, and download or delete fonts from HP FontSmart. (See the software help for more information.)
DISK IS WRITE PROTECTED	The EIO disk is protected, and no new files can be written to it. Disable the write protection through HP JetAdmin.
EIO n DISK INITIALIZING	The disk accessory card takes a long time to initialize. The first parameter is the accessory slot number for this disk accessory card.
EIO n DISK NOT FUNCTIONAL	The EIO disk is not working correctly.



**Printer Messages (continued)**

Message	Explanation or Recommended Action
EIO n INITIALIZING alternates with DO NOT POWER OFF	<p>Wait for the message to disappear (approximately 5 minutes). If the printer EIO card is operating correctly and communicating with the network, this message disappears after approximately one minute and no action is required.</p> <p>If the EIO card is unable to communicate with the network, this message remains for five minutes and then disappears. In this case the printer is not communicating with the network (even though the message is no longer present). The problem may be a bad EIO card, a bad cable or connection on the network, or a network problem. Contact your network administrator.</p>
EIO n DISK SPINNING UP	The disk accessory card takes a long time to initialize. The first parameter is the accessory slot number for this accessory card.
ENV FEEDER LOAD [TYPE] [SIZE]	<p>Load the requested envelope type and size into the envelope feeder. Make sure the envelope size and type are set correctly from the Paper Handling Menu in the printer's control panel (page <a href="#">283</a>).</p> <p>Press <b>Go</b> if the desired envelope is already loaded in the feeder. Press <b>-VALUE+</b> to scroll through the available types and sizes. Press <b>SELECT</b> to accept the alternate type or size.</p>
EXTERNAL DEVICE INITIALIZING	When an external paper handling device is connected to the printer, it must have 10 seconds to initialize after boot or after coming out of Power Save mode.



**Printer Messages (continued)**

Message	Explanation or Recommended Action
FINISHER LOW ON FINISHING AGENT	The finishing device is running out of its finishing material and needs to be refilled.
FLASH DEVICE FAILURE	The flash DIMM had a critical failure and no longer can be used. Remove the flash DIMM and replace it with a new one.
FLASH FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.
FLASH FILE SYSTEM IS FULL	Delete files from the flash DIMM. Download or delete files from HP JetAdmin, and download or delete fonts from HP FontSmart. (See the software help for more information.)
FLASH IS WRITE PROTECTED	The flash DIMM is protected, and no new files can be written to it. Disable the write protection through HP JetAdmin.
INPUT DEVICE CONDITION xx.yy	An input paper handling device has a condition that needs attention before printing can resume. See the documentation that came with the paper handling device for assistance.
LOADING PROGRAM <number> alternates with DO NOT POWER OFF	Programs and fonts can be stored on the printer's file system. At bootup time these entities are loaded into RAM. (These entities can take a long time to load into RAM depending on the size and number of entities being loaded.) The <number> specifies a sequence number indicating the current program being loaded.

**Understanding Printer Messages**

**Printer Messages (continued)**

Message	Explanation or Recommended Action
MANUALLY FEED [TYPE] [SIZE]	Load the requested paper into Tray 1. Press <b>Go</b> if the desired paper is already loaded in Tray 1. Press <b>-VALUE +</b> to scroll through the available types and sizes. Press <b>SELECT</b> to accept the alternate type or size.
MEMORY FULL STORED DATA LOST	There is no available memory in the printer. The current job might not print correctly and some resources (such as downloaded fonts or macros) might have been deleted. You might want to add more memory to the printer (page <a href="#">310</a> ).
MEMORY SETTINGS CHANGED	The printer changed its memory settings because it did not have enough memory to use the previous settings for I/O Buffering and Resource Saving. This usually occurs after removing memory from the printer, adding a duplexer, or adding a printer language. You might want to change memory settings for I/O Buffering and Resource Saving (although default settings are usually best) or add more memory to the printer (page <a href="#">310</a> ).
MEMORY SHORTAGE JOB CLEARED	The printer did not have enough free memory to print the entire job. The remainder of the job will not print and will be cleared from memory. Press <b>Go</b> to continue. Change the Resource Saving setting from the printer's control panel (page <a href="#">279</a> ) or add more memory to the printer (page <a href="#">310</a> ).



**Printer Messages (continued)**

Message	Explanation or Recommended Action
MEMORY SHORTAGE PAGE SIMPLIFIED	The printer had to compress the job in order to fit it in available memory. Some data loss might have occurred. Press <b>Go</b> to continue. You might want to add more memory to the printer (page <a href="#">310</a> ).
OFFLINE	Press <b>Go</b> to place the printer online.
OUTPUT BIN FULL CLEAR (BIN nnn) n (bin name)	The output bin is full and needs to be emptied.
PERFORM PRINTER MAINTENANCE	To ensure optimum print quality, the printer prompts you to perform routine maintenance every 350,000 pages. To order a Printer Maintenance Kit, see page <a href="#">36</a> .
RAM DISK DEVICE FAILURE	The RAM disk had a critical failure and can no longer be used. Turn the printer off, and then turn the printer on to clear the message.
RAM DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.



**Printer Messages (continued)**

Message	Explanation or Recommended Action
RAM DISK FILE SYSTEM IS FULL	Delete files and then try again, or turn the printer off, and then turn the printer on to delete all files on the device. (Delete files using HP JetAdmin, HP FontSmart, or another software utility. See the software help for more information.) If the message persists, increase the size of the RAM disk. Change the RAM disk size from the Configuration Menu in the printer's control panel (page <a href="#">295</a> ).
STAPLER LOW ON STAPLES	The stapler device is running out of staples and needs to be refilled.
TONER LOW	See page <a href="#">139</a> .
TRAY × EMPTY	Load the empty tray (×) to clear the message. If you do not load the specified tray, the printer will continue printing from the next available tray, and the message will continue to display.





**Printer Messages (continued)**

Message	Explanation or Recommended Action
TRAY x LOAD [TYPE] [SIZE]	<p>Load the requested paper into the specified tray (x). (See the sections on loading paper, starting on page <a href="#">76</a>.)</p> <p>Ensure that the trays are correctly adjusted for size. The tray type settings (and size for Tray 1) must be set from the printer's control panel (page <a href="#">134</a>).</p> <p>If you are trying to print A4 or letter size paper, and this message appears, make sure the default paper size is set correctly from the Printing Menu in the printer's control panel.</p> <p>Press <b>Go</b> to print from the next available tray.</p> <p>Press <b>-VALUE +</b> to scroll through the available types and sizes. Press <b>SELECT</b> to accept the alternate type or size.</p>
TRAY 2 LOAD LEGAL (or similar messages requesting that you load paper)	Load the requested paper into the indicated tray, or press <b>SELECT</b> to override the message and to print on a loaded paper size.
UNABLE TO COPY JOB	Memory or file system failures would not allow a copy job to occur. Only one copy will be produced.
UNSUPPORTED SIZE IN TRAY [YY]	An external paper handling device detected an unsupported paper size. The printer will go offline until the condition is corrected.



**Printer Messages (continued)**

Message	Explanation or Recommended Action
USE [TYPE] [SIZE] INSTEAD?	If the requested paper size or type is not available, the printer asks if it should use another paper size or type instead. Press - <b>VALUE</b> + to scroll through the available types and sizes. Press <b>SELECT</b> to accept the alternate type or size.
WAIT FOR PRINTER TO REINITIALIZE	The RAM disk setting has been changed from the printer's control panel. This change will not take effect until the printer reinitializes. If you change the mode of the external device, turn the printer off and then turn the printer on and wait for the printer to reinitialize.
WRONG ENVELOPE FEEDER INSTALLED	The envelope feeder you are trying to install will not work for this printer. To order an envelope feeder for the printer, see page <a href="#">36</a> . Make sure the is installed correctly (page <a href="#">109</a> ).
XX.YY PRINTER ERROR PRESS GO TO CONTINUE	A printer error has occurred which can be cleared by pressing <b>GO</b> in the printer's control panel.
13.x PAPER JAM [LOCATION]	Remove jammed paper from the specified location (page <a href="#">146</a> ). Open and close the top cover to clear the message. If the message persists after all jams have been cleared, a sensor might be stuck or broken. Contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)



**Printer Messages (continued)**

Message	Explanation or Recommended Action
20 INSUFFICIENT MEMORY alternates with PRESS GO TO CONTINUE	The printer received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics. Press <b>Go</b> to print the transferred data (some data might be lost), then simplify the print job or install additional memory (page <a href="#">310</a> ).
21 PAGE TOO COMPLEX alternates with PRESS GO TO CONTINUE	The data (dense text, rules, raster or vector graphics) sent to the printer was too complex. Press <b>Go</b> to print the transferred data. (Some data might be lost.) To print the job without losing data, from the Configuration Menu in the printer control panel, set PAGE PROTECT=ON, print the job, and then return PAGE PROTECT=AUTO. (See page <a href="#">295</a> .) Do not leave PAGE PROTECT=ON; it might degrade performance. If this message appears often, simplify the print job.
22 EIO × BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	Too much data was sent to the EIO card in the specified slot (×). An improper communications protocol may be in use. Press <b>Go</b> to clear the message. (Data will be lost.) Check the host configuration. If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user's guide.)



**Printer Messages (continued)**

Message	Explanation or Recommended Action
22 PARALLEL I/O BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	<p>Too much data was sent to the parallel port. Check for a loose cable connection and be sure to use a high-quality cable (page <a href="#">41</a>). (Some non-HP parallel cables might be missing pin connections, or might otherwise not conform to the IEEE-1284 specification.)</p> <p>This error can occur if the driver you are using is not IEEE-1284 compliant. For best results, use an HP driver that came with the printer (page <a href="#">55</a>). Press <b>Go</b> to clear the error message. (Data will be lost.) If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)</p>
40 EIO x BAD TRANSMISSION alternates with PRESS GO TO CONTINUE	<p>The connection has been broken between the printer and the EIO card in the specified slot. Press <b>Go</b> to clear the error message and continue printing.</p>



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**Printer Messages (continued)**

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Message	Explanation or Recommended Action
41.3 UNEXPECTED PAPER SIZE	<p>The paper size you are trying to print is not the same as the control panel setting for Tray 1.</p> <p>Make sure that control panel setting for Tray 1 or the Envelope Feeder is correctly adjusted for size. (The printer will continue trying to print the job until size settings are correct.)</p> <p>After performing the actions above, press <b>Go</b>. The page containing the error will automatically be reprinted. (Or, you might want to press <b>CANCEL JOB</b> to clear the job from the printer's memory.)</p>
41.x PRINTER ERROR alternates with PRESS GO TO CONTINUE	<p>A temporary printing error occurred.</p> <p>Press <b>Go</b>. The page containing the error will automatically be reprinted.</p> <p>If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)</p>
50.x FUSER ERROR	<p>An internal error has occurred. Turn the printer off, and then turn the printer on.</p> <p>The message might clear, and then reappear when the next print job is sent. If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)</p>



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**Printer Messages (continued)**

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Message	Explanation or Recommended Action
51.x or 52.x PRINTER ERROR	A temporary printing error occurred. Press <b>Go</b> . The page containing the error will automatically be reprinted. If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)

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**Printer Messages (continued)**

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Message	Explanation or Recommended Action
53.x4.zz PRINTER ERROR	<p>There is a problem with the printer's memory. The DIMM that caused the error will not be used. Values of x, y, and zz are as follows:</p> <p>x = DIMM type 0 = ROM 1 = RAM</p> <p>y = Device location 0 = Internal memory (ROM or RAM) 1 to 3 = DIMM slots 1, 2, or 3</p> <p>zz = Error number</p> <p>You might need to replace the specified DIMM. Turn the printer off, and then replace the DIMM that caused the error. If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)</p>

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**Printer Messages (continued)**

Message	Explanation or Recommended Action
55.xx PRINTER ERROR alternates with PRESS GO TO CONTINUE	<p>A temporary printing error occurred. Press <b>Go</b>. The page containing the error will automatically be reprinted.</p> <p>If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)</p>
62.x PRINTER ERROR	<p>There is a problem with the printer's memory. The x value refers to the location of the problem: 0 = Internal memory 1 to 3 = DIMM slots 1, 2, or 3 You might need to replace the specified DIMM.</p> <p>If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)</p>
64.x PRINTER ERROR	<p>A temporary printing error occurred. Turn the printer off, and then turn the printer on.</p> <p>If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)</p>





**Printer Messages (continued)**

Message	Explanation or Recommended Action
66.x9.zz INPUT DEVICE FAILURE alternates with CHECK CABLES AND CYCLE POWER	An error occurred in an external paper handling device. Turn the printer off, and then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)
68 NVRAM ERROR CHECK SETTINGS	An error occurred in the printer's nonvolatile memory (NVRAM) and one or more printer settings has been reset to its factory default. Print a configuration page and check the printer settings to determine which values have changed (page <a href="#">228</a> ). Hold down <b>CANCEL JOB</b> while turning the printer on. This will clean up the NVRAM by removing old areas that are not being used. If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)
68 NVRAM FULL CHECK SETTINGS	The printer's nonvolatile memory (NVRAM) is full. Some settings might have been reset to the factory defaults. Print a configuration page and check the printer settings to determine which values have changed (page <a href="#">228</a> ). If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)



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**Printer Messages (continued)**

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Message	Explanation or Recommended Action
69.x PRINTER ERROR	<p>A temporary printing error occurred.</p> <p>Turn the printer off, and then turn the printer on.</p> <p>If this message persists, contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)</p>
79.xxxx PRINTER ERROR	<p>The printer detected an error. The numbers (xxxx) indicate the specific type of error.</p> <p>Turn the printer off, and then turn the printer on. Try printing a job from a different software application. If the job prints, go back to the first application and try printing a different file. (If the message only appears with a certain software application or print job, contact the software vendor for assistance.)</p> <p>If the message persists with different software applications and print jobs, record the numbers that appear (xxxx) and contact an HP-authorized service or support provider. (See the <a href="#">HP Support</a> pages at the front of this user guide.)</p>

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## Correcting Output Quality Problems

Use the examples below to determine which output quality problem you are experiencing, then see the following tables to troubleshoot the problem.

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**Note**

The examples below depict letter-size paper that has passed through the printer long-edge first. (If the paper has passed through the printer short-edge first, lines and repeating defects will run vertically rather than horizontally.)

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**Continued on next page.**



**AaBbCc**  
**AaBbCc**  
**AaBbCc**  
**AaBbCc**  
**AaBbCc**

Light Print or  
Fade

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Toner Specks  
(front or back)

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Dropouts

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Lines

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Gray  
Background

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Toner  
Smear

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Loose  
Toner

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Repeating  
Defects

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Misformed  
Characters

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Page Skew

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Curl or  
Wave

AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc  
AaBbCc

Wrinkles or  
Creases



## Troubleshooting Checklist

- [Printer Does Not Turn On](#)
- [Blank or Garbled Control Panel Display](#)
- [Printer Cannot Print Configuration Page](#)
- [Print Job Does Not Print](#)
- [Computer, Network, or I/O Port Problems](#)
- [Print Speed is Too Slow](#)
- [Printing is Incomplete or Incorrect](#)
- [Printer Ignores Font, Format, or Tray/Bin Selection](#)
- [Problems with Tray 1](#)
- [Problems with Trays 2, 3, and the Optional 2 x 500-sheet Input Tray \(Trays 4 and 5\)](#)
- [Problems with the Optional 2000-sheet Input Tray \(Tray 4\)](#)
- [Problems with the Optional 5-bin Mailbox with Stapler](#)
- [Problems with the Optional Multibin Mailbox \(8 bins\)](#)
- [Problems with the Optional 7-bin Tabletop Mailbox](#)
- [Problems with the Optional Duplex Printing Accessory](#)
- [Problems with the Optional Envelope Feeder](#)
- [Printer Hard Disk](#)
- [PS Troubleshooting](#)



## Determining Printer Problems

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### Printer Does Not Turn On

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Check to see if...	Solution
Printer is not plugged in.	Plug the AC power cord firmly into the grounded power receptacle and into the printer. (Be sure the power source is energized.)
Printer voltage is not correct.	Make sure line voltage is in the correct range. (See the product label next to the power receptacle on the back of the printer for voltage requirements.)



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### Blank or Garbled Control Panel Display

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Check to see if...	Solution
Printer is not turned on.	Put the printer's power switch in the on position.
Printer is turned on but internal fans are not running.	Make sure the line voltage is correct for the printer's power configuration. (See the plate next to the power receptacle on the back of your printer for voltage requirements.) If you are using a power strip and its voltage is not within specification, plug the printer directly into the power receptacle.
Display is blank and internal fans are not running.	Press all the keys to see if one is stuck; contact your HP service representative if this does not work.



**Blank or Garbled Control Panel Display (continued)**

Printer display is in the wrong language or displays unfamiliar characters.	Reconfigure the control panel display language. See the getting started guide.
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**Printer Cannot Print Configuration Page**

Check to see if...	Solution
Correct size of paper is not loaded.	Check paper trays to be sure the correct sizes are loaded (Letter or A4). Also, check that guides are set correctly.
Toner cartridge sealing tape is not removed.	Remove sealing tape from toner cartridge. See the printer's getting started guide or the installation guide that came with the toner cartridge.
Paper tray is out of paper.	Load paper, starting on page <a href="#">76</a> .
A printer cover is open.	Firmly close the printer top cover and all doors (left, front, and right).
Paper is jammed in the printer.	Check for paper jams, starting on page <a href="#">146</a> .
Messages appear in the display.	See " <a href="#">Understanding Printer Messages</a> " starting on page <a href="#">168</a> .



## Software, Computer, and Printer Interface Problems

### Print Job Does Not Print

Check to see if...	Solution
Printer is off or not connected to an active power source.	Make sure the printer is on and that all power cables are firmly plugged into both the printer components and an active power source.
Printer is offline.	Press <b>GO</b> to put the printer online. Printer should display <b>READY</b> and <b>ON LINE</b> should be lit.
Port is configured and and working properly.	<ul style="list-style-type: none"> <li>● Connect another printer to current port and print.</li> <li>● Make sure the print job is being sent to the correct port (LPT1, or network printer port, for example).</li> </ul>
Printer is online but not receiving data (the Data light does not blink).	<ul style="list-style-type: none"> <li>● Check your I/O cable:</li> <li>● Check for loose I/O cable connections at the printer and computer or network port.</li> <li>● Try your I/O cable on a system that you know works.</li> <li>● Check that the correct interface cable was selected and securely connected to both the printer and the computer. If the cable is not correctly configured, see the getting started guide for configuration information.</li> </ul>
Printer displays a message.	See <a href="#">“Understanding Printer Messages”</a> starting on page <a href="#">168</a> for printer messages and recommended actions.



### Determining Printer Problems



**Print Job Does Not Print (continued)**

Data from a previous print job is still in the printer's buffer.	<ul style="list-style-type: none"> <li>● Ensure that you are using the correct printer driver.</li> <li>● Complex print job may still be processing.</li> <li>● Ensure the printer is online. Make sure control panel reads processing job.</li> <li>● Open the Top Cover. Pull out the toner cartridge and check for paper. Reseat the toner cartridge.</li> <li>● Open trays 2 and 3. Ensure that the appropriate paper is inserted. (For more information on paper specifications, see page <a href="#">256</a>.) Close the trays.</li> </ul>
Last page did not print and the Data light is on.	<ul style="list-style-type: none"> <li>● Ensure that you are using the correct printer driver.</li> <li>● Complex print job may still be processing.</li> <li>● Ensure the printer is online. Make sure control panel reads processing job.</li> <li>● Open the Top Cover. Pull out the toner cartridge and check for paper. Reseat the toner cartridge.</li> <li>● Open trays 2 and 3. Ensure that the appropriate paper is inserted. (For more information on paper specifications, see page <a href="#">256</a>.) Close the trays.</li> </ul>



***Print Job Does Not Print (continued)***

Data light is flashing but nothing prints.	<ul style="list-style-type: none"> <li>● Ensure that you are using the correct printer driver.</li> <li>● Complex print job may still be processing.</li> <li>● Ensure the printer is online. Make sure control panel reads processing job.</li> <li>● Open the Top Cover. Pull out the toner cartridge and check for paper. Reseat the toner cartridge.</li> <li>● Open trays 2 and 3. Ensure that the appropriate paper is inserted. (For more information on paper specifications, see page <a href="#">256</a>.) Close the trays.</li> </ul>
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***Print Speed is Too Slow***

Situation	Solution
First page takes much longer to print than following pages.	<ul style="list-style-type: none"> <li>● Make sure that the printer is warm.</li> <li>● Set the Power Save feature for a longer time period. (See “<a href="#">Configuration Page</a>” on page <a href="#">228</a>.) If a page takes longer to print due to complex formatting commands, changing the Power Save setting might not improve print speed. You might want to simplify the page.</li> </ul>



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**Print Speed is Too Slow (continued)**

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Printer is usually slow to respond.	<ul style="list-style-type: none"><li>● Printer speed is highly dependent on how your software application is set up, which printer driver you are using, and how much traffic is on the network. See the getting started guide for configuration information.</li><li>● You might need to add more memory (page <a href="#">312</a>).</li></ul>
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**Printing is Incomplete or Incorrect**

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Situation	Solution
Blank pages print.	<ul style="list-style-type: none"><li>● Turn the printer off and then back on.</li><li>● Make sure the toner cartridge is installed properly.</li><li>● Make sure the toner cartridge sealing tape has been removed. Firmly pull the tab straight out from the cartridge to remove the entire length of tape. Avoid touching any black toner on the tape.</li></ul>



**Printing is Incomplete or Incorrect (continued)**

Garbled pages print, there are overprints, or only a portion of a page prints.	<ul style="list-style-type: none"> <li>● Ensure that your software application is configured for the correct printer.</li> <li>● Replace the printer interface (I/O) cable with a cable you know works to see if the cable is defective.</li> <li>● Your parallel printer cable might be defective. Use a high-quality cable; see page <a href="#">36</a> for an HP cable part number.</li> <li>● Set the PERSONALITY item in the Configuration Menu to AUTO (page <a href="#">295</a>). The printer may have been set to PCL and a PS job was sent to the printer, or vice versa.</li> <li>● Data sent to the printer may be corrupt. Try sending another file to see if it prints.</li> </ul>
The job was not duplexed.	<ul style="list-style-type: none"> <li>● Make sure that you are using the correct paper size (page <a href="#">254</a>).</li> <li>● You may need to add more printer memory (page <a href="#">312</a>).</li> </ul>
Data is missing, but there are no printer messages.	<ul style="list-style-type: none"> <li>● Check your software application to be sure the print file contains no errors.</li> <li>● Check your cable to ensure that it is securely connected to both the printer and the computer.</li> <li>● Your parallel printer cable may be defective. Use a high-quality cable; see page <a href="#">36</a> for an HP cable part number.</li> </ul>



**Printing is Incomplete or Incorrect (continued)**

Printing stops in the middle of the job.	<ul style="list-style-type: none"> <li>● Check the control panel display for an error message.</li> <li>● If you are on a network, make sure the computer is correctly configured and there is not a network problem (see your network administrator).</li> <li>● Check the line voltage to ensure that it is steady and within printer specifications. (See page <a href="#">273</a>.) Turn the printer off and then back on.</li> <li>● Check the time-out setting in your network application. You might need to increase it.</li> <li>● If you are trying to copy a file to the printer from the DOS prompt, use the copy command <code>COPY [filename] LPTn /B printer port</code>, such as <code>LPT1</code>(where <code>n</code> is the number).</li> </ul> <p><b>Note:</b> To output the page, you might have to send a form feed command from the computer.</p>
Printer printing more copies than requested.	To avoid printing more copies than requested, the collate function in the <i>application</i> must be deselected.



### Printer Ignores Font, Format, or Tray/Bin Selection

Printer prints wrong fonts or formats.	<ul style="list-style-type: none"> <li>● The font is not present in the printer and must be downloaded from your software application, or the proper font DIMM must be installed. Check your software application to ensure the correct printer driver has been installed and configured. To verify that the font you want is available, print a font list (<a href="#">page 232</a>).</li> <li>● Your software selected a substitute font for one that is not available in the printer. (See your software application manual for more information on font selection.)</li> </ul>
Printer draws paper from the wrong tray.	<ul style="list-style-type: none"> <li>● Be sure your software application is selecting the correct paper size.</li> <li>● Ensure that the driver for your software application is correctly installed, configured, and capable of requesting the desired paper size and type.</li> <li>● The size of paper requested is not loaded in the tray selected. The printer draws paper from the next default tray that contains the correct size. Load the correct paper into the tray and make sure the tray is adjusted correctly. Load the tray with enough paper to complete the print job.</li> <li>● If you selected the 2000-sheet Input Tray (Tray 4) and did not turn the printer off when installing it, the printer does not recognize it and draws paper from the next default tray source. (Turn the printer off, then back on, and the printer will recognize Tray 4.)</li> </ul>



***Printer Ignores Font, Format, or Tray/Bin Selection (continued)***

Control panel settings, such as RESOLUTION or ORIENTATION, do not work or are ignored.	Software commands override control panel settings. (See page <a href="#">48</a> for information about how your software works with control panel settings.)
Job went to a different bin than was expected.	The wrong size or type of paper was used for the job. (See page <a href="#">256</a> for supported paper sizes.)
Job prints on the wrong side of the paper.	<ul style="list-style-type: none"> <li>● Make sure you have loaded the paper correctly. (Starting on page <a href="#">76</a>.)</li> <li>● If you are printing one-sided copies, load paper into Tray 1 with the side to be printed facing up. Load paper into Trays 2, 3, and the 2000-sheet Input Tray with the side to be printed facing down.</li> <li>● If you are printing two-sided copies, load paper into Tray 1 with the first side to be printed facing down. Load paper into Trays 2, 3, and the 2000-sheet Input Tray with the first side to be printed facing up.</li> </ul>



**Problems with Tray 1**

Situation	Solution
Cannot clear MANUALLY FEED [TYPE] [SIZE] message.	<ul style="list-style-type: none"> <li>● A previous print job may still be in the printer's buffer.</li> <li>● Make sure that Tray 1 has the correct paper size loaded. For more information on paper specifications, see page <a href="#">254</a>.</li> </ul>
Cannot print from Tray 1.	Make sure to select Manual Feed or Tray 1 through your software application and the size and type for which the tray is configured. For Manual Feed, wait for the printer to request the manual feed before loading the paper.
Paper is loaded into Tray 1, and the control panel displays a load or manual feed message.	Load the correct paper into the tray. See <a href="#">“Loading Tray 1”</a> on page <a href="#">76</a> . If the correct paper is already loaded, press <b>GO</b> .
Paper is not going to the correct output bin.	<ul style="list-style-type: none"> <li>● Verify that the correct output bin is selected in the printer driver. For more information on changing printer driver settings, see the online help.</li> <li>● The paper does not meet the specifications for the output bin. See page <a href="#">256</a> for more information on paper specifications.</li> </ul>





### Problems with Trays 2, 3, and the Optional 2 x 500-sheet Input Tray (Trays 4 and 5)

Situation	Solution
General operation problems.	For general paper operation information, see Chapter 2, <a href="#">Printing Tasks</a> .
Paper jams and paper feeding problems.	<ul style="list-style-type: none"> <li>● See <a href="#">Clearing Trays 2 and 3</a> or <a href="#">Clearing the Optional 2000-sheet Input Tray (Tray 4)</a> earlier in this Chapter.</li> <li>● Ensure that paper specifications are within recommended range (page <a href="#">254</a>).</li> </ul>
Cannot access Trays 2, 3, or the Optional 2 x 500-sheet Input Tray (trays 4 and 5).	<ul style="list-style-type: none"> <li>● The appropriate paper size and type must be selected from the software application for the paper size loaded.</li> <li>● Adjust the tray correctly for the paper size loaded. Check the Paper Handling Menu for correct type of paper available (page <a href="#">283</a>).</li> </ul>
TRAY LOAD x [TYPE] [SIZE] paper size message.	Load the requested paper size or press <b>SELECT</b> to print on a size already loaded. The printer has a job in the buffer and is waiting to print on the correct paper size. Set the paper type in the control panel (page <a href="#">279</a> ).



**Problems with the Optional 2000-sheet Input Tray (Tray 4)**

Situation	Solution
Paper size adjustment and installation.	See Paper Specifications on page <a href="#">254</a> and Loading the Optional 2000-sheet Input Tray (Tray 4) on page <a href="#">84</a> for more information on paper size adjustment and installation.
Paper jams and paper feeding problems.	<ul style="list-style-type: none"> <li>● See page <a href="#">153</a>.</li> <li>● Ensure that paper specifications are within the recommended range (page <a href="#">254</a>).</li> <li>● Verify that the paper type configured in the printer control panel for Tray 4 matches the paper loaded in Tray 4 (page <a href="#">84</a>).</li> <li>● A tray might have been pulled out during printing.</li> <li>● Check cables and connectors between the tray and the printer. See page <a href="#">210</a> for cabling configurations.</li> <li>● Remove and reconnect the power cord if it is not firmly plugged into the computer.</li> <li>● Make sure trays are correctly loaded.</li> <li>● Make sure the paper guides are adjusted properly, and not skewed (page <a href="#">84</a>).</li> </ul>
Tray 4 will not power on.	<ul style="list-style-type: none"> <li>● The power cord is not firmly plugged into both the printer and the power receptacle. Remove and reconnect the power cord.</li> <li>● Check cables and connectors between the tray and the printer. See page <a href="#">210</a> for cabling configurations.</li> </ul>



**Problems with the Optional 2000-sheet Input Tray (Tray 4) (continued)**

Cannot access Tray 4.	Ensure that the paper tray guides are adjusted correctly for the paper size you are using (page <a href="#">84</a> ).
Printer does not recognize Tray 4.	<ul style="list-style-type: none"> <li>● Ensure the Optional 2000-sheet Input Tray has been configured in the printer driver. Refer to page <a href="#">52</a> for more information on accessing the printer driver.</li> <li>● Turn the printer off and then back on.</li> <li>● Ensure that the cable from the Tray 4 base is plugged into the printer. If not, turn the printer off and plug the cable into the printer, then turn the printer back on. See page <a href="#">210</a> for cabling configurations.</li> <li>● Make sure the power cord is plugged into Tray 4. See page <a href="#">210</a> for cabling configurations.</li> <li>● If the printer still does not recognize Tray 4, contact your dealer or authorized HP service provider.</li> </ul>
Paper is not going to the correct output bin.	<ul style="list-style-type: none"> <li>● Verify that the correct output bin is selected in the printer driver. For more information on changing printer driver settings, see the online help.</li> <li>● The paper does not meet the specifications for the output bin. See page <a href="#">256</a> for more information on paper specifications.</li> </ul>



**Problems with the Optional 5-bin Mailbox with Stapler**

Situation	Solution
The job was not stapled.	<p>Jobs sent to the stapler might not be stapled for one or more of the following reasons:</p> <ul style="list-style-type: none"> <li>● The wrong size or type of paper was used for the job.</li> <li>● More than 20 pages were sent to the stapler, exceeding its capacity.</li> <li>● The stapler has bent or broken staples in the stapling bed. (See page <a href="#">164</a>.)</li> <li>● A staple jam was recently cleared (up to 12 following jobs might not be stapled).</li> <li>● The job was sent to a bin other than the stapler bin because the wrong size or type of paper was used for the job.</li> <li>● One-page jobs will not be stapled.</li> <li>● The interface cable between the mailbox and the stapler unit may be defective or not connected properly.</li> </ul>
General repeated stapler jam problems.	<ul style="list-style-type: none"> <li>● Check to see that the job to be stapled is less than 2 mm thick.</li> <li>● Stapler may have some trapped staple wires that are obstructing the magazine. Remove loose staples and paper dust from the inside of the stapler (page <a href="#">164</a>).</li> </ul>



**Problems with the Optional 5-bin Mailbox with Stapler (continued)**

Printer does not recognize the Mailbox with Stapler.	<ul style="list-style-type: none"> <li>● Ensure that the Mailbox with Stapler has been configured in the printer driver. Refer to page <a href="#">52</a> for more information on accessing the printer driver.</li> <li>● Ensure that the cable from the Mailbox with Stapler is plugged into the printer parallel connector. If not, turn the printer off and plug the cable into the parallel connector, then turn the printer back on. See page <a href="#">210</a> for cabling configurations.</li> <li>● Ensure that all bins are properly installed.</li> <li>● If the printer still does not recognize the Mailbox with Stapler, contact your dealer or authorized HP service provider.</li> </ul>
Printer does not recognize stapler.	<ul style="list-style-type: none"> <li>● Check the cable between the printer and the stapler. Make sure it is properly connected at both ends. See page <a href="#">210</a> for cabling configurations.</li> </ul>
The multibin mailbox will not power on.	<ul style="list-style-type: none"> <li>● Verify that the power cord is firmly plugged into both the multibin mailbox and the power receptacle. Remove and reconnect the power cord.</li> <li>● Ensure that the cable from the Mailbox with Stapler is plugged into the printer parallel connector. If not, turn the printer off and plug the cable into the parallel connector, then turn the printer back on. See page <a href="#">210</a> for cabling configurations.</li> <li>● Verify that the cables are firmly attached to the printer.</li> </ul>



***Problems with the Optional 5-bin Mailbox with Stapler (continued)***

Paper jams and paper feeding problems	<ul style="list-style-type: none"> <li>● Ensure that you are using the supported paper weights (page <a href="#">256</a>).</li> <li>● Do not pull paper out of the bins while printing.</li> <li>● Check cables and connectors between the printer and the mailbox. See page <a href="#">210</a> for cabling configurations.</li> <li>● Repeated paper jams in the multibin mailbox area might indicate that the printer and multibin mailbox are set up on an uneven floor. Remove the toner cartridges, and then move the printer to a level location. Reinstall the toner cartridges.</li> </ul>
Paper is not going to the correct output bin.	<ul style="list-style-type: none"> <li>● Verify that the correct output bin is selected in the printer driver. For more information on changing printer driver settings, see the online help.</li> <li>● The paper does not meet the specifications for the output bin. See page <a href="#">256</a> for more information on paper specifications.</li> <li>● If you are trying to send print jobs to an optional multibin mailbox, verify that the multibin mailbox has been installed on the printer and in the printer driver. Also verify the multibin mailbox mode, which will affect the print job destination.</li> </ul>



### Problems with the Optional Multibin Mailbox (8 bins)

Printer does not recognize the Mailbox.	<ul style="list-style-type: none"> <li>● Ensure that the 8-bin Mailbox has been configured in the printer driver. Refer to page <a href="#">52</a> for more information on accessing the printer driver.</li> <li>● Ensure that the cable from the 8-bin Mailbox is plugged into the printer parallel connector. If not, turn the printer off and plug the cable into the parallel connector, then turn the printer back on. See page <a href="#">210</a> for cabling configurations.</li> <li>● Ensure that all bins are properly installed.</li> <li>● If the printer still does not recognize the 8-bin Mailbox, contact your dealer or authorized HP service provider.</li> </ul>
Paper jams and paper feeding problems	<ul style="list-style-type: none"> <li>● Ensure that you are using the supported paper weights (page <a href="#">256</a>).</li> <li>● Do not pull paper out of the bins while printing.</li> <li>● Check cables and connectors between the printer and the mailbox. See page <a href="#">210</a> for cabling configurations.</li> <li>● Repeated paper jams in the multibin mailbox area might indicate that the printer and multibin mailbox are set up on an uneven floor. Remove the toner cartridges, and then move the printer to a level location. Reinstall the toner cartridges.</li> </ul>



**Problems with the Optional Multibin Mailbox (8 bins) (continued)**

Paper is not going to the correct output bin.	<ul style="list-style-type: none"> <li>● Verify that the correct output bin is selected in the printer driver. For more information on changing printer driver settings, see the online help.</li> <li>● The paper does not meet the specifications for the output bin. See page <a href="#">256</a> for more information on paper specifications.</li> <li>● If you are trying to send print jobs to an optional multibin mailbox, verify that the multibin mailbox has been installed on the printer and in the printer driver. Also verify the multibin mailbox mode, which will affect the print job destination.</li> </ul>
The multibin mailbox will not power on.	<ul style="list-style-type: none"> <li>● Verify that the power cord is firmly plugged into both the multibin mailbox and the power receptacle. Remove and reconnect the power cord.</li> <li>● Ensure that the cable from the multibin mailbox is plugged into the printer parallel connector. If not, turn the printer off and plug the cable into the parallel connector, then turn the printer back on. See page <a href="#">210</a> for cabling configurations.</li> <li>● Verify that the cables are firmly attached to the printer.</li> </ul>





### Problems with the Optional 7-bin Tabletop Mailbox

Printer does not recognize the mailbox.	<ul style="list-style-type: none"> <li>● Ensure that the 7-bin Mailbox has been configured in the printer driver. Refer to page <a href="#">52</a> for more information on accessing the printer driver.</li> <li>● Ensure that the cable from the 7-bin Mailbox is plugged into Tray 4. If not, turn the printer off and plug the cable into Tray 4, then turn the printer back on. See page <a href="#">210</a> for cabling configurations.</li> <li>● Ensure that all bins are properly installed.</li> <li>● If the printer still does not recognize the 7-bin Mailbox, contact your dealer or authorized HP service provider.</li> </ul>
Paper jams and paper feeding problems	<ul style="list-style-type: none"> <li>● Ensure that you are using the supported paper weights (page <a href="#">256</a>).</li> <li>● Do not pull paper out of the bins while printing.</li> <li>● Check cables and connectors between the printer and the mailbox. See page <a href="#">210</a> for cabling configurations.</li> <li>● Repeated paper jams in the multibin mailbox area might indicate that the printer and multibin mailbox are set up on an uneven floor. Remove the toner cartridges, and then move the printer to a level location. Reinstall the toner cartridges.</li> </ul>

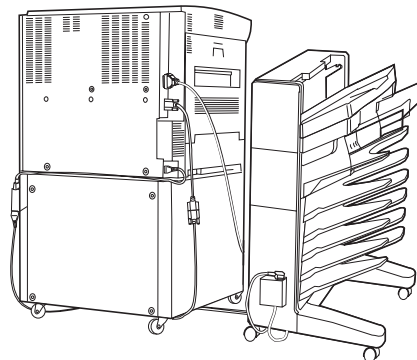
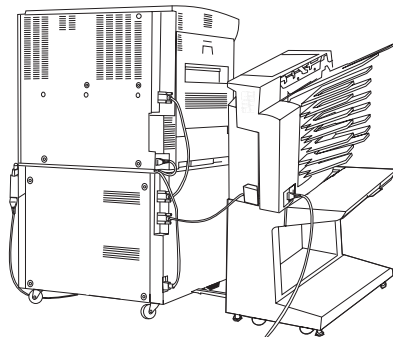
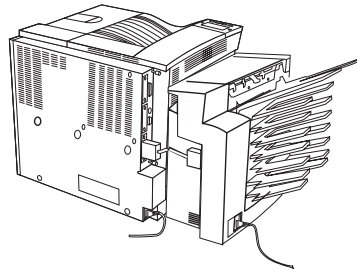
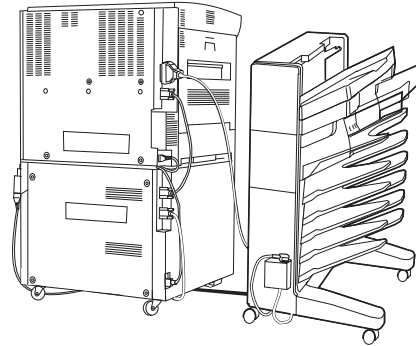
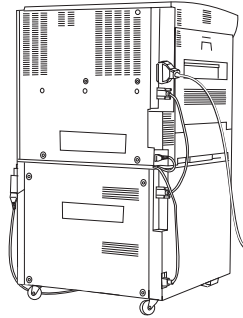


***Problems with the Optional 7-bin Tabletop Mailbox (continued)***

Paper is not going to the correct output bin.	<ul style="list-style-type: none"> <li>● Verify that the correct output bin is selected in the printer driver. For more information on changing printer driver settings, see the online help.</li> <li>● The paper does not meet the specifications for the output bin. See page <a href="#">256</a> for more information on paper specifications.</li> <li>● If you are trying to send print jobs to an optional multibin mailbox, verify that the multibin mailbox has been installed on the printer and in the printer driver. Also verify the multibin mailbox mode, which will affect the print job destination.</li> </ul>
The multibin mailbox will not power on.	<ul style="list-style-type: none"> <li>● Verify that the power cord is firmly plugged into both the multibin mailbox and the power receptacle. Remove and reconnect the power cord.</li> <li>● Ensure that the cable from the 7-bin Mailbox is plugged into Tray 4. If not, turn the printer off and plug the cable into Tray 4, then turn the printer back on. See page <a href="#">210</a> for cabling configurations.</li> <li>● Verify that the cables are firmly attached to the printer.</li> </ul>



## Cabling Configurations





### *Problems with the Optional Duplex Printing Accessory*

Printer does not recognize the duplexer	<ul style="list-style-type: none"> <li>● Remove and re-install the unit.</li> <li>● Be sure that the duplexer has been configured in the printer driver.</li> <li>● Print a configuration page to check that the unit is present.</li> </ul>
Job did not duplex	<ul style="list-style-type: none"> <li>● Check that the duplexer is installed.</li> <li>● Be sure the duplexer has been configured in the printer driver.</li> <li>● Make sure that the software is not overriding the printer driver setting.</li> </ul>
Duplexer jams	<ul style="list-style-type: none"> <li>● Ensure that you are using the supported paper weights (page <a href="#">256</a>).</li> </ul>



### *Problems with the Optional Envelope Feeder*

Situation	Solution
Envelope jams and envelope feeding problems.	<ul style="list-style-type: none"> <li>● Make sure the envelopes are within the specifications listed on page <a href="#">267</a>.</li> <li>● Make sure the envelopes are properly loaded.</li> <li>● Make sure the envelope weight on the feeder is down.</li> <li>● Make sure the Optional Envelope Feeder extension is fully pulled out.</li> </ul>
Multiple envelopes feed into the printer.	<ul style="list-style-type: none"> <li>● The first envelope to be fed must be closer to the pick up roller than the others.</li> </ul>



### *Determining Printer Problems*

**Problems with the Optional Envelope Feeder (continued)**

No Envelopes are fed into the printer	<ul style="list-style-type: none"> <li>● Make sure you are not overloading the envelope feeder.</li> <li>● When loading the envelopes, be sure to push them all the way down to touch the rollers.</li> </ul>
Printer does not recognize the Optional Envelope Feeder.	<ul style="list-style-type: none"> <li>● Turn the printer off, remove and re-install the Optional Envelope Feeder, then turn the printer back on.</li> <li>● Ensure the Optional Envelope Feeder has been configured in the printer driver. Refer to page <a href="#">55</a> for more information on accessing the printer driver.</li> </ul>

**Printer Hard Disk**

<b>Situation</b>	<b>Solution</b>
Printer does not recognize the hard disk.	Turn the printer off and verify that the hard disk is inserted correctly and is securely fastened.
Disk is not initialized. DISK x NOT INITIALIZED	Use the Windows-based HP JetAdmin utility, the HP LaserJet Resource Manager, or the Macintosh-based HP LaserJet Utility to initialize the disk.
Disk failure. EIO x DISK NOT FUNCTIONING	Turn the printer off and verify that the EIO disk is inserted correctly and securely fastened. If the control panel message continues to be displayed, the disk drive needs to be replaced.



**Printer Hard Disk (continued)**

Disk is write protected. DISK IS WRITE PROTECTED	Fonts and forms cannot be stored on the disk when the disk is write protected. Use the Windows-based HP JetAdmin utility or the Macintosh-based HP LaserJet Utility to download the font.
Attempted to use a disk-resident font, but the printout substituted a different font.	If you are using PCL, print the PCL Font Page, and verify that the font is on the disk. If you are using PS, print the PS Font Page and verify that the font is on the disk. If the font is not on the disk, use the HP LaserJet Resource Manager, FontSmart, or the Macintosh-based HP LaserJet Utility to download the font.

**PS Troubleshooting**

Situation	Solution
A text listing of PS commands prints instead of your PS printing job.	The control panel PERSONALITY=AUTO setting may have been confused by a nonstandard PS code. Check the PERSONALITY setting to see if it is set to PS or PCL. If it is set to PCL, set it to PERSONALITY=AUTO. If it is set to AUTO, set it to PS for this print job only. When the job has printed, return the setting to AUTO.

**Determining Printer Problems**

**PS Troubleshooting (continued)**

The job prints in Courier (the printer's default font) instead of the font you requested.	<ul style="list-style-type: none"> <li>● The requested typeface is not available in the printer or is not present on the disk. Use a font download utility to download the desired font.</li> <li>● Fonts downloaded to memory are lost when the printer is turned off. They are also lost if Resource Saving is not used and a personality switch is performed to print a PCL job. Disk fonts are not affected by PCL jobs or by turning the printer to off.</li> <li>● Print a PS Font Page to verify that the font is available. If a disk font appears to be missing, it may be because a software utility was used to delete the font, because the disk was re-initialized, or because the disk drive is not installed correctly. Print a configuration page to verify that the disk drive is installed and functioning correctly.</li> <li>● Print a Disk Directory to help identify available fonts.</li> </ul>
A page prints with clipped margins.	If the page margins are clipped, you may have to print the page at 300-dpi resolution or install more memory. Also try turning off Resource Saving and I/O Buffering.
A page fails to print.	Set <code>PRINT PS ERRORS=ON</code> , and then send the job again to print a PS error page. If this does not identify the problem try turning off Resource Saving and I/O Buffering, or installing more memory. (See page <a href="#">232</a> for more information about PS printing.)



**PS Troubleshooting (continued)**

A PS error page prints.	<p>Make sure the print job is a PS job. Check to see whether your software expected you to send a setup or PS header file to the printer. Check the printer setup in your software application to ensure that the printer is selected. Check cable connections to ensure that they are secure.</p> <p>Reduce the complexity of the graphic. Increase available memory by turning off Resource Saving.</p>
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**Computer, Network, or I/O Port Problems**

Situation	Solution
Printer Interface problems	Print a configuration page from the printer's control panel to verify that the interface configurations shown on the printout match those on the host computer. (See page <a href="#">228</a> to print a configuration page.)
Computer software problem	Check that your computer is working correctly by printing from a software application you know works or by printing a plain text file to see if the problem is with your software application or printer driver. (For example, C:\dir>>LPTn where n is the number of the computer port the printer is connected to, for example LPT1.) To output the page, you may have to send a form feed command from your computer.

**Determining Printer Problems**



**Computer, Network, or I/O Port Problems (continued)**

Software is selecting the wrong port.	Check your operating system's port settings to be sure the print job is being sent to the correct port (for example, LPT1).
Printer port problem	Check that your computer's port is configured and working properly. One way to check this is to connect another printer to that port on your computer and print an application you know works.
Network or shared printer problems	Check for network or shared printer problems by connecting your computer directly to the printer and printing from an application you know works. If you suspect network problems, check with your network administrator or consult the network documentation that came with your printer network card(s).
Computer displays DOS messages such as: Write Fault Error Writing Device LPTn: Abort, Retry, Ignore?	<ul style="list-style-type: none"> <li>● Add a Mode command to your computer's AUTOEXEC.BAT file for the parallel port. It should be inserted immediately following the PATH statement:  For DOS versions below 4.0, add: <code>MODE LPT1: ,P</code>  For DOS versions 4.0 and above, add: <code>MODE LPT1: ,B</code></li> <li>● The I/O cable might be faulty; see <a href="#">"Printing is Incomplete or Incorrect"</a> on page 194.</li> </ul>



**Macintosh Problem Solving**

The Macintosh computer is not communicating with the printer.	<ul style="list-style-type: none"> <li>● Make sure the printer's control panel displays <b>READY</b>.</li> <li>● Make sure the correct printer driver is selected in the Chooser. (There will be an icon beside the name.)</li> <li>● If the printer resides on a network with multiple zones, make sure the correct zone is selected in the AppleTalk Zones box in the Chooser.</li> <li>● Make sure the correct printer has been chosen in the Chooser by printing a configuration page (page <a href="#">228</a>). Make sure the name of the printer displayed on the configuration page matches the printer in the Chooser.</li> <li>● Make sure AppleTalk is active. (Select this in the Chooser.)</li> <li>● Make sure the computer and printer are on the same network. From Control Panels in the Apple menu, select the Network (or the AppleTalk) control panel and then choose the correct network (for example, LocalTalk or EtherTalk).</li> </ul>
Auto Setup did not automatically set up the printer.	<ul style="list-style-type: none"> <li>● Set up the printer manually by selecting <b>Configure</b>.</li> <li>● Reinstall the printer software (page <a href="#">62</a>).</li> <li>● Select an alternate PPD (page <a href="#">219</a>).</li> <li>● The PPD might have been renamed. If so, select the renamed PPD (page <a href="#">219</a>).</li> </ul>
The printer driver icon does not appear in the Chooser.	Make sure the LaserWriter Chooser extension resides in the Extensions folder. If it is not present anywhere on your system, then obtain the Macintosh LaserWriter driver from Apple.

**Determining Printer Problems**

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**Macintosh Problem Solving (continued)**

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The print job is not sent to the desired printer.	Another printer with the same or similar name might have received the print job. Verify that the printer name matches the name selected in the Chooser (page <a href="#">219</a> ).
The print job has incorrect fonts.	<ul style="list-style-type: none"><li>● If you are printing an .EPS file, try downloading the fonts contained in the .EPS file to the printer before printing. Use the HP LaserJet Utility (page <a href="#">69</a>).</li><li>● If the document is not printing with New York, Geneva, or Monaco fonts, go into the Page Setup dialog box, and select Options to deselect substituted fonts.</li></ul>



## Selecting an alternate PPD

1. Open the **Chooser** from the **Apple** menu.
2. Click the **LaserWriter** icon.
3. If you are on a network with multiple zones, select the zone in the **AppleTalk Zones** box where the printer is located.
4. Click the printer name you want to use in the **Select a PostScript Printer** box. (Double-clicking will immediately generate the next few steps.)
5. Click **Setup...** (This button might read **Create** for first-time setup.)
6. Click **Select PPD...**
7. Find the desired PPD in the list and click **Select**. If the desired PPD is not listed, choose one of the following options:
  - ♦ Select a PPD for a printer with similar features.
  - ♦ Select a PPD from another folder.
  - ♦ Select the generic PPD by clicking **Use Generic**. The generic PPD allows you to print, but limits your access to printer features.
8. In the **Setup** dialog box, click **Select**, and then click **OK** to return to the **Chooser**.

---

**Note**

If you manually select a PPD, an icon might not appear next to the selected printer in the **Select a PostScript Printer** box. In the **Chooser**, click **Setup**, click **Printer Info**, and then click **Update Info** to bring up the icon.

---

9. Close the **Chooser**.



## ***Renaming the Printer***

If you are going to rename the printer, do this before selecting the printer in the **Chooser**. If you rename the printer after selecting it in the **Chooser**, you will have to go back into the **Chooser** and reselect it.

Use the **Set Printer Name** feature in the **HP LaserJet Utility** to rename the printer.



## ***Communicating with an Optional HP JetDirect 600N Print Server***

If the printer contains an optional HP JetDirect internal print server, and you cannot communicate with the printer over the network, verify operation of the print server. Check the JetDirect Configuration Page for the message I/O CARD READY. (Follow the steps on page [228](#) to print a configuration page.) For troubleshooting information, refer to the HP JetDirect software installation guide.

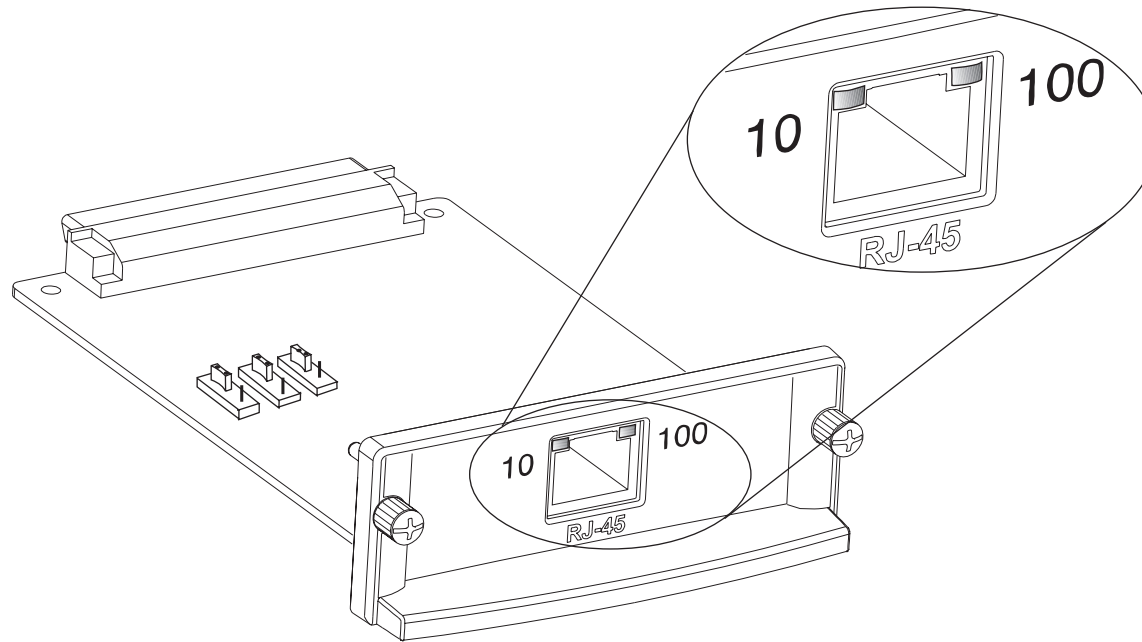
### ***HP JetDirect 600N 10/100Base-TX Print Server***

If the printer contains an optional HP JetDirect 10/100Base-TX print server, check to see that the print server was able to link to the network.

- Check the link-speed LEDs (10 or 100) on the print server. If both are off, the card failed to link to the network.

**Continued on next page.**





- Check the JetDirect Configuration Page for a `LOSS OF CARRIER` error message. This message also indicates that the card did not link to the network.

**Note**

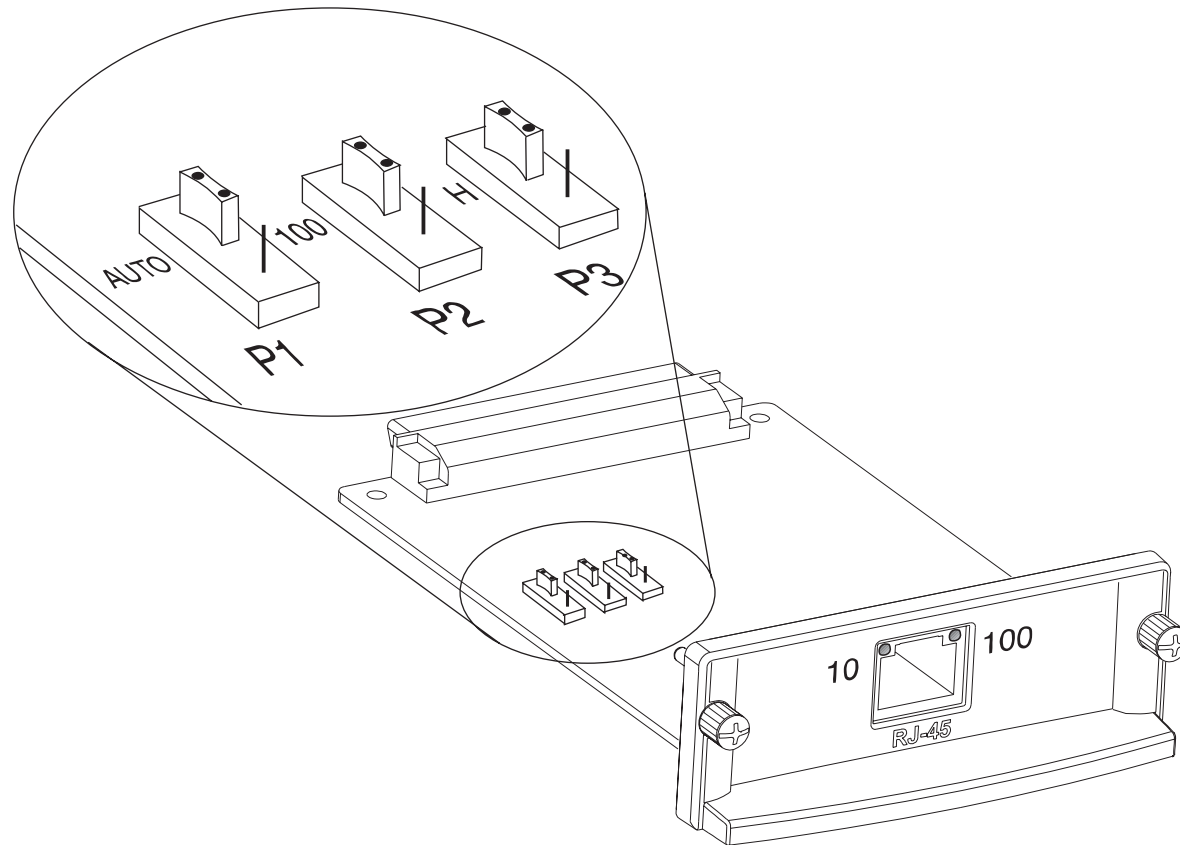
The HP JetDirect 10/100Base-TX print server may require up to 10 seconds to establish a link to the network.

If the print server failed to link, verify that all cables are correctly connected. If the print server still fails to link, follow the steps below to reconfigure the print server.

**Continued on next page.**



1. Remove the HP JetDirect 10/100TX print server.



2. Use jumpers P1, P2, and P3 to manually configure the print server for either 10 or 100 Mb per second link speed, and Full-duplex or Half-duplex operation according to the table below.

**Continued on next page.**





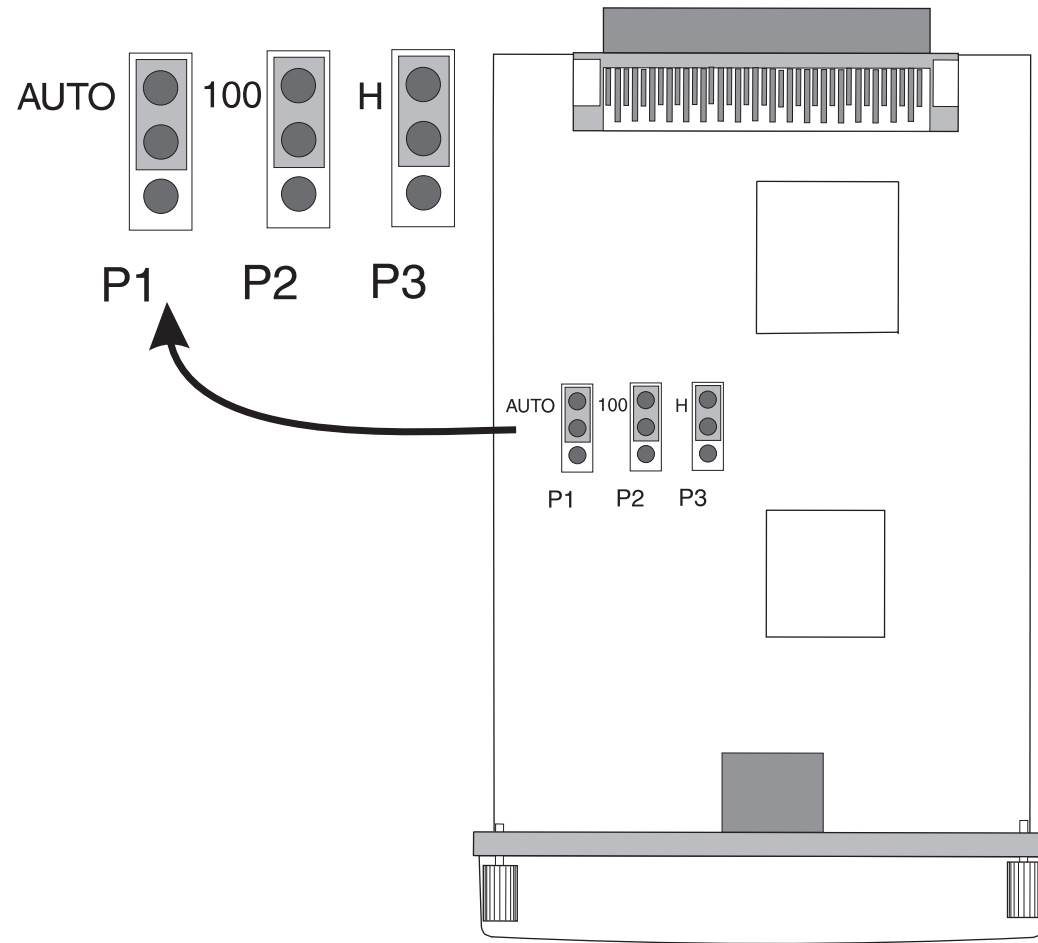


Operation	Jumper P1	Jumper P2	Jumper P3
Autonegotiation Enabled	AUTO		
100 Half-duplex	<not Auto>	100	H
100 Full-duplex	<not Auto>	100	<not H>
10 Half-duplex	<not Auto>	<not 100>	H
10 Full-duplex	<not Auto>	<not 100>	<not H>



Continued on next page.





Continued on next page.



3. Reinstall the print server.
4. Verify that the configuration of the connecting network device (such as a 10/100TX network switch) matches. For example, to set the print server for 100TX Full-duplex operation, the port on the network switch must also be set for 100TX Full-duplex operation.
5. Turn the printer off and back on
6. Check the print server operation. If the print server fails to link, contact a local authorized HP dealer or service representative.



## Checking the Printer's Configuration

From the printer's control panel, you can print pages that give details about the printer and its current configuration. The following information pages are described here:

- [Configuration Page](#)
- [Menu Map](#)
- [PCL or PS Font List](#)

For a complete list of the printer's information pages, see the Information Menu in the printer's control panel (page [281](#)).



## Configuration Page

Use the configuration page to view current printer settings, to help troubleshoot printer problems, or to verify installation of optional accessories, such as memory (DIMMs), input and output paper handling devices, and printer languages.

---

**Note** If an HP JetDirect print server card is installed (HP LaserJet 8000 N/8000 DN printers), a JetDirect configuration page will print out as well.

---

To print a configuration page:

1. Press **MENU** repeatedly until INFORMATION MENU appears.
2. Press **ITEM** repeatedly until PRINT CONFIGURATION appears.
3. Press **SELECT** to print the configuration page.

Numbers in the sample printout match the numbers in the printer messages (page [169](#)). The content of the configuration page varies, depending on the options currently installed in the printer.



## Configuration Page



1. **Printer Information** lists the serial number, HP JetSend IP addresses, page counts, and other information for the printer.
2. **Event Log** lists the number of entries in the log, the maximum number of entries viewable, and the last three entries.
3. **Installed Personalities and Options** lists all printer languages that are installed (such as PCL and PS) and lists options that are installed in each DIMM slot and EIO slot.

Continued on next page.



4. **Memory** lists the printer memory, PCL Driver Work Space (DWS), and I/O buffering and resource saving information.
5. **Security** lists the status of the printer's control panel lock, control panel password, and disk drive.
6. **Paper Trays and Options** lists the size settings for all trays and lists optional paper handling accessories that are installed.



## Menu Map

To see the current settings for the menus and items available in the control panel, print a control panel menu map:

1. Press **MENU** repeatedly until INFORMATION MENU appears.
2. Press **ITEM** repeatedly until PRINT MENU MAP appears.
3. Press **SELECT** to print the menu map.

You might want to store the menu map near the printer for reference. The content of the menu map varies, depending on the options currently installed in the printer. (Many of these values can be overridden from the printer driver or software application.)

For a complete list of control panel items and possible values, see page [279](#). To change a control panel setting, see page [48](#).





## PCL or PS Font List

Use the font lists to see which fonts are currently installed in the printer. (The font lists also show which fonts are resident on an optional hard disk or flash DIMM.)

### To print a PCL or PS font list:

1. Press **MENU** repeatedly until INFORMATION MENU appears.
2. Press **ITEM** repeatedly until PRINT PCL FONT LIST or PRINT PS FONT LIST appears.
3. Press **SELECT** to print the font list.

The PS font list shows the PS fonts installed, and gives a sample of those fonts. The following describes the information that can be found on the PCL font list:

- **Font** gives the font names and samples.
- **Pitch/Point** indicates the pitch or point size of the font.
- **Escape Sequence** (a PCL programming command) is used to select the designated font. (See the legend at the bottom of the font list page.)

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**Note** For step-by-step instructions on using printer commands to select a font with DOS applications, see page [327](#).

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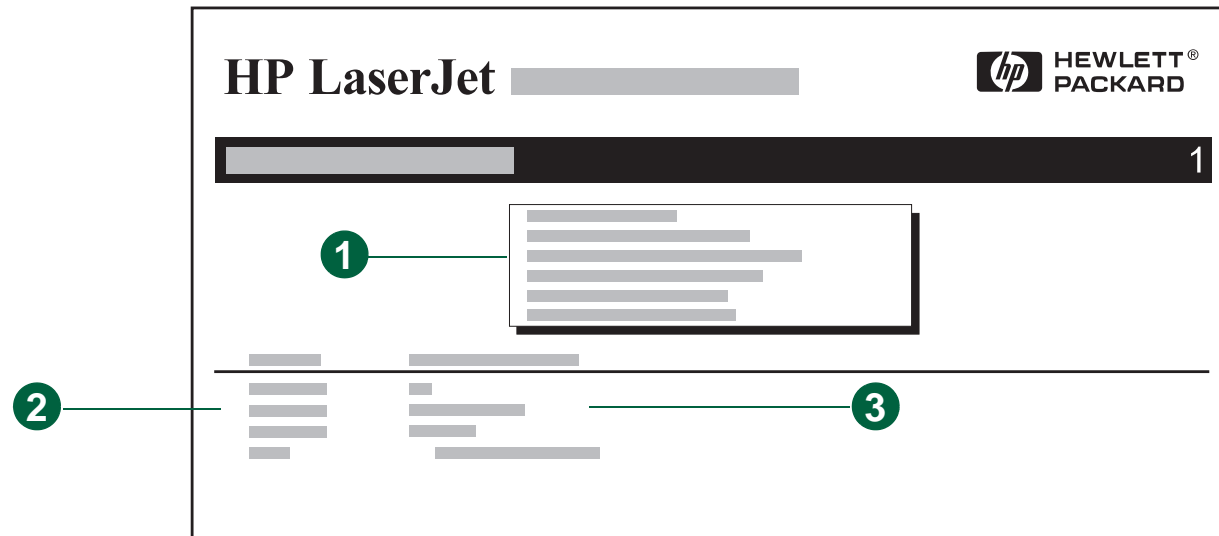
Continued on next page.



- **Font #** is the number used to select fonts from the printer's control panel (not the software application). Do not confuse the font # with the font ID, described below. The number indicates the DIMM slot where the font is stored.
- **SOFT**: Downloaded fonts, which stay resident in the printer until other fonts are downloaded to replace them, or until the printer is turned off.
- **INTERNAL**: Fonts that permanently reside in the printer.
- **Font ID** is the number you assign to soft fonts when you download them through software.



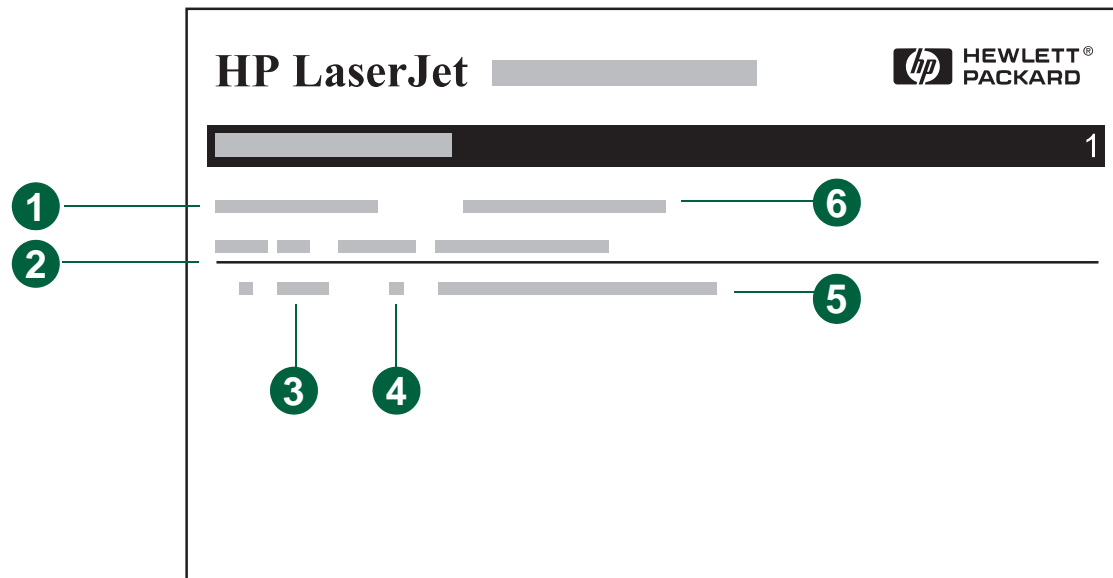
## File Directory Page



1. **Disk Information** indicates the disk model number, serial number, capacity, available free space, and whether you may write to the disk.
2. **File Size** column lists the size of each file under the Directory/File Name column. If a directory is listed on the line, then Directory appears in this column and its path is listed in the Directory/File Name column.
3. **Directory/File Name** lists the name of the file. Files in a subdirectory are listed right after the directory line. The files are not necessarily listed in alphabetic order.



## Event Log Page



1. **Current Page Count** lists the number of printed pages from the printer.
2. **Number** indicates the order in which the errors occurred. The last error to occur has the highest number.
3. **Error** lists the internal error code for each error.
4. **Page Count** indicates the number of printed pages from the printer when the error occurred.
5. **Description or Personality** indicates whether the error occurred due to a problem within a printer personality or a printer jam.
6. **Serial Number** shows the serial number of the printer.



# 6 Service and Support

## Overview

- [Hewlett-Packard limited warranty statement](#)
- [Limited Warranty for Toner Cartridge Life](#)
- [HP Software License Terms](#)
- [Worldwide Sales and Service Offices](#)



## *Hewlett-Packard limited warranty statement*

HP PRODUCT

HP LaserJet 8000

DURATION OF WARRANTY

1 year, on-site

1. HP warrants HP hardware, accessories, and supplies against defects in materials and workmanship for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or like-new.
2. HP warrants that HP software will not fail to execute its programming instructions, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.
3. HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, customer will be entitled to a refund of the purchase price upon prompt return of the product.
4. HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.
5. The warranty period begins on the date of the delivery or on the date of installation if installed by HP. If customer schedules or delays HP installation more than 30 days after delivery, warranty begins on the 31st day from delivery.



6. Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.
7. TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
8. HP will be liable for damage to tangible property per incident up to the greater of \$300,000 or the actual amount paid for the product that is the subject of the claim, and for damages for bodily injury or death, to the extent that all such damages are determined by a court of competent jurisdiction to have been directly caused by a defective HP product.
9. TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.
10. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND; THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.



## Service During and After the Warranty Period

- If printer hardware fails during the warranty period, contact an HP-authorized service or support provider. (See the [HP Support](#) pages at the front of this user guide.)
- If printer hardware fails after the warranty period, and you have an HP Maintenance Agreement or HP SupportPack, request service as specified in the agreement.
- If you do not have an HP Maintenance Agreement or HP SupportPack, contact an HP-authorized service or support provider. (See the [HP Support](#) pages at the front of this user guide.)





## Limited Warranty for Toner Cartridge Life

**Note** The warranty below applies to the toner cartridge that came with this printer.

This warranty supersedes all previous warranties (7/19/96).

HP toner cartridges are warranted to be free from defects in materials and workmanship until the HP toner is depleted. The warranty covers any defects or malfunctions in a new Hewlett-Packard toner cartridge.

**How long does the coverage last?**

The coverage lasts until the HP toner is depleted, at which time the warranty expires.

**How do I know when the HP toner is running out?**

The TONER LOW message on the printer's control panel display provides the first indication that toner is low. (Toner will likely run out in the next 100-300 sheets of paper.)

**What will HP do?**

HP will, at HP's option, either replace products which prove to be defective or refund the purchase price. If possible, please attach a print-out sample illustrating what the defective cartridge is printing.

**What does this warranty not cover?**

The warranty does not cover cartridges which have been refilled, are emptied, are abused, are misused, or are tampered with in any way.



**How do I return the faulty cartridge?**

In the event the cartridge proves to be defective, return the cartridge to the place of purchase, where the cartridge will be replaced (include a print sample illustrating the defect).

**How does State, Province or Country Law apply?**

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province, or country to country. This limited warranty is the sole warranty on the HP toner cartridge and supersedes any other warranty relating to this product.

IN NO EVENT SHALL HEWLETT-PACKARD COMPANY BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, PUNITIVE, OR EXEMPLARY DAMAGES OR LOST PROFITS FROM ANY BREACH OF THIS WARRANTY OR OTHERWISE.



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## Worldwide Sales and Service Offices

### Note

Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center number listed in the “HP Support” section. Products should not be returned to these offices. Product return information is also available through the appropriate Customer Support Center in [HP Support](#) section.

### Argentina

Hewlett-Packard Argentina S.A.  
Montañeses 2140/50/60  
1428 Buenos Aires  
Phone:(54) (1) 787-7100  
Fax:(54) (1) 787-7213

Phone: (61) (3) 272-2577  
Customer Information Center:  
Phone:(61) (3) 272-8000

### Australia

Hewlett-Packard Australia Ltd.  
31-41 Joseph Street  
Blackburn, VIC 3130  
Phone:(61) (3) 272-2895  
Fax:(61) (3) 898-7831  
Hardware Repair Center:  
Phone:(61) (3) 272-8000  
Extended Warranty Support:

### Austria

Hewlett-Packard GmbH  
Lieblgasse 1  
A-1222 Vienna  
Phone:(43) (1) 25000-555  
Fax:(43) (1) 25000-500

### Belgium

Hewlett-Packard Belgium S.A. NV  
Boulevard de la Woluwe-Woluwedael 100-102



B-1200 Brussels  
 Phone:(32) (2) 778-31-11  
 Fax:(32) (2) 763-06-13

## **Brazil**

Edisa Hewlett-Packard SA  
 Alameda Rio Negro 750  
 06454-050 Alphaville - Barueri-SP  
 Phone: (55) (11)- 7296-8000

## **Canada**

Hewlett-Packard (Canada) Ltd.  
 17500 Trans Canada Highway  
 South Service Road  
 Kirkland, Québec H9J 2X8  
 Phone:(1) (514) 697-4232  
 Fax:(1) (514) 697-6941

Hewlett-Packard (Canada) Ltd.  
 5150 Spectrum Way  
 Mississauga, Ontario L4W 5G1  
 Phone:(1) (905) 206-4725  
 Fax:(1) (905) 206-4739

## **Chile**

Hewlett-Packard de Chile  
 Avenida Andres Bello 2777 of. 1  
 Los Condes  
 Santiago, Chile

## **China**

China Hewlett-Packard Co. Ltd.  
 Level 5, West Wing Office  
 China World Trade Center  
 No. 1, Jian Guo Men Wai Avenue  
 Beijing 100004  
 Phone:(86) (10) 6505-3888,x. 5450  
 Fax:(86) (10) 6505-1033  
 Hardware Repair Center and Extended  
 Warranty Support:  
 Phone:(86) (10) 6262-5666x. 6101/2  
 (86) (10) 6261-4167

## **Colombia**

Hewlett-Packard Colombia  
 Calle 100 No. 8A -55  
 Torre C Oficina 309  
 Bogota, Colombia



## Czech Republic

Hewlett-Packard s. r. o.  
Novodvorská 82  
CZ-14200 Praha 4  
Phone:(42) (2) 613-07111  
Fax:(42) (2) 471-7611

## Denmark

Hewlett-Packard A/S  
Kongevejen 25  
DK-3460 Birkerød  
Denmark  
Phone:(45) 3929 4099  
Fax:(45) 4281-5810

## Far East Region

Hewlett-Packard Asia Pacific Ltd.  
17-21/F Shell Tower, Times Square  
1 Matheson Street, Causeway Bay  
Hong Kong  
Phone:(852) 2599-7777

Fax:(852) 2506-9261  
Hardware Repair Center:  
Phone:(852) 2599-7000  
Extended Warranty Support:  
Phone:(852) 2599-7000  
Customer Information Center:  
Phone:(852) 2599-7066

## Finland

Hewlett-Packard Oy  
Piispankalliontie 17  
FIN-02200 Espoo  
Phone:(358) (9) 887-21  
Fax:(358) (9) 887-2477

## France

Hewlett-Packard France  
42 Quai du Point du Jour  
F-92659 Boulogne Cedex  
Phone:(33) (146) 10-1700  
Fax:(33) (146) 10-1705





## Germany

Hewlett-Packard GmbH  
Herrenberger Strasse 130  
71034 Böblingen  
Phone:(49) (180) 532-6222  
(49) (180) 525-8143  
Fax:(49) (180) 531-6122

## Greece

Hewlett-Packard Hellas  
62, Kifissias Avenue  
GR-15125 Maroussi  
Phone: (30) (1) 689-6411  
Fax:(30) (1) 689-6508

## Hungary

Hewlett-Packard Magyarország Kft.  
Erzsébet királyné útja 1/c.  
H-1146 Budapest  
Phone:(36) (1) 343-0550  
Fax:(36) (1) 122-3692  
Hardware Repair Center:  
Phone:(36) (1) 343-0312  
Customer Information Center:  
Phone:(36) (1) 343-0310

## India

Hewlett-Packard India Ltd.  
Paharpur Business Centre  
21 Nehru Place  
New Delhi 110 019  
Phone:(91) (11) 647-2311  
Fax:(91) (11) 646-1117  
Hardware Repair Center and Extended  
Warranty Support:  
Phone:(91) (11) 642-5073  
(91) (11) 682-6042

## Italy

Hewlett-Packard Italiana SpA  
Via Giuseppe di Vittorio, 9  
Cernusco Sul Naviglio  
I-20063 (Milano)  
Phone:(39) (2) 921-21  
Fax:(39) (2) 921-04473

## Japan

Hewlett-Packard Japan, Ltd.  
3-29-21 Takaido-higashi  
Suginami-ku, Tokyo 168  
Phone:(81) (3) 3335-8333



Fax:(81) (3) 3335-8338  
 Hardware Repair Center:  
 Phone:(81) (4) 7355-6660  
 Fax:(81) (4) 7352-1848

## **Korea**

Hewlett-Packard Korea  
 25-12,  
 Yoido-dong, Youngdeungpo-ku  
 Seoul 150-010  
 Phone:(82) (2) 769-0114  
 Fax:(82) (2) 784-7084  
 Hardware Repair Center:  
 Phone:(82) (2) 3270-0700  
 (82) (2) 707-2174 (DeskJet)  
 (82) (2) 3270-0710 (Hardware)  
 Extended Warranty Support:  
 Phone:(82) (2) 3770-0365 (Bench)  
 (82) (2) 769-0500 (Onsite)

## **Latin American Headquarters**

5200 Blue Lagoon Drive Suite 950  
 Miami, FL 33126,USA  
 Phone:(1) (305) 267-4220

## **México**

Hewlett-Packard de México, S.A. de C.V.  
 Prolongación Reforma No. 700  
 Lomas de Santa Fe  
 01210 México, D.F.  
 Phone:01-800-22147  
 Outside Mexico City  
 Phone:01 800-90529

## **Middle East/Africa**

ISB HP Response Center  
 Hewlett-Packard S.A.  
 Rue de Veyrot 39  
 P.O. Box 364  
 CH-1217 Meyrin - Geneva  
 Switzerland  
 Phone:(41) (22) 780-4111

## **Netherlands**

Hewlett-Packard Nederland  
 BV Startbaan 16  
 NL-1187 XR Amstelveen  
 Postbox 667



NL-1180 AR Amstelveen  
 Phone:(31) (020) 606-87-51  
 Fax:(31) (020) 547-7755

## **New Zealand**

Hewlett-Packard (NZ) Limited  
 Ports of Auckland Building  
 Princes Wharf, Quay Street  
 P.O. Box 3860  
 Auckland  
 Phone:(64) (9) 356-6640  
 Fax:(64) (9) 356-6620  
 Hardware Repair Center and Extended  
 Warranty Support:  
 Phone:(64) (9) 0800-733547  
 Customer Information Center:  
 Phone:(64) (9) 0800-651651

## **Norway**

Hewlett-Packard Norge A/S  
 Postboks 60 Skøyen  
 Drammensveien 169  
 N-0212 Oslo  
 Phone:(47) 2273-5600  
 Fax:(47) 2273-5610

## **Poland**

Hewlett-Packard Polska  
 Al. Jerozolimskic 181  
 02-222 Warszawa  
 Phone:(48-22) 608-77-00  
 Fax:(48-22) 608-76-00

## **Russia**

AO Hewlett-Packard  
 Business Complex Building #2  
 129223, Moskva, Prospekt Mira VVC  
 Phone:(7) (95) 928-6885  
 Fax:(7) (95) 974-7829

## **Singapore**

Hewlett-Packard Singapore  
 (Sales) Pte Ltd  
 450 Alexandra Road  
 Singapore (119960)  
 Phone: (65)275-3888  
 Fax: (65)275-6839  
 Hardware Repair  
 Center and Customer  
 Information Center:



Phone:(65) 272-5300  
 Extended Warranty Support:  
 Phone:(65) 272-5333

## **Spain**

Hewlett-Packard Española, S.A.  
 Carretera de la Coruña km 16.500  
 E-28230 Las Rozas, Madrid  
 Phone:(34) (1) 626-1600  
 Fax:(34) (1) 626-1830

## **Sweden**

Hewlett-Packard Sverige AB  
 Skalholtsgatan 9  
 S-164 97 Kista  
 Phone:(46) (8) 444-2000  
 Fax:(46) (8) 444-2666

## **Switzerland**

Hewlett-Packard (Schweiz) AG  
 In der Luberzen 29  
 CH-8902 Urdorf/Zürich  
 Phone:(41) (084) 880-11-11  
 Fax:(41) (1) 753-7700

## **Taiwan**

Hewlett-Packard Taiwan Ltd.  
 8th Floor  
 337, Fu-Hsing North Road  
 Taipei, 10483  
 Phone: (886)(02)717-0055  
 FAX : (886)(02)514-0276  
 Hardware Repair Center, call :  
 North(886)(02) 717-9673  
 Central(886)(04) 327-0153  
 South(886)(080)733-733  
 Extended Warranty Support Contact :  
 Phone: (886)(02) 714-8882

## **Thailand**

Hewlett-Packard (Thailand) Ltd.  
 23-25/f Vibulthani Tower II  
 2199 Rama 4 Rd, Klongton  
 Klintoey, Bangkok 10110  
 Thailand  
 Phone:(66) (2) 666-3900-34  
 Fax:(66) (2) 666-3935-37  
 Hardware Repair Center and Extended  
 Warranty Support Contact:  
 Phone:(66) (2) 661-3900 ext. 6001/ 6002



Customer Information Center:  
Phone:(66) (2) 661-3900 ext. 3211  
Fax:(66) (2) 661-3943

### **Turkey**

Hewlett-Packard Company  
Bilgisayar Ve ölçüm Sistemleri AS  
19 Mayıs Caddesi Nova  
Baran Plaza Kat: 12  
80220 Sisli-Istanbul  
Phone:(90) (212) 224-5925  
Fax:(90) (212) 224-5939

### **United Kingdom**

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Bracknell  
Berkshire RG12 1HN  
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Fax:(44) (134) 436-3344

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Los Ruices Norte  
3A Transversal  
Edificio Segre Caracas 1071  
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Fax:(58) (2) 239-3080

